

Л. С. Шуплякова

HOSPITALITY INDUSTRY: READING AND COMMUNICATION

**Учебно-методическое пособие
по дисциплинам «Деловой иностранный язык (английский)» и
«Профессионально
ориентированный иностранный язык (английский)»
для студентов дневной и заочной формы обучения
факультета коммерции и туристической индустрии**

Минск: БГЭУ, 2023

Рецензент: Белова К. А., заведующий кафедры профессионально ориентированной английской речи УО БГЭУ, кандидат филологических наук.

Рекомендовано кафедрой профессионально ориентированной английской речи УО «Белорусский государственный экономический университет»

Л. С. Шуплякова

Hospitality Industry: Reading and Communication. Учеб.-метод. пособие по дисциплинам «Деловой иностранный язык (английский)» и «Профессионально ориентированный иностранный язык (английский)» для студентов дневной и заочной формы обучения ФКТИ / Л. С. Шуплякова. – Мн.: БГЭУ, 2023. – 42 с.

Данное учебно-методическое пособие направлено на развитие и совершенствование навыков говорения, чтения, аудирования, письма и перевода по профессиональной тематике обучения иностранному языку студентов 2-3 курсов ФКТИ. Пособие предназначено для студентов дневной и заочной формы обучения специальностей 1-25 01 13 «Экономика и управление туристской индустрии». Может быть использовано в качестве основного или дополнительного материала по дисциплине «Деловой иностранный язык (английский)» и «Профессионально ориентированный иностранный язык (английский)».

CONTENTS

Lesson 1. Holiday Accommodation	4
Lesson 2. Hotels in London	7
Lesson 3. Giving Information: Tourist Information Centres.....	11
Lesson 4. The Underwater Restaurant with a New Approach to Marine Research	14
Lesson 5. Safety Norms at the Hotels	18
Lesson 6. Introduction to Hotels. Part I	22
Lesson 7. Introduction to Hotels. Part II	26
Lesson 8. Introduction to Hotels. Part III	30
Lesson 9. Hotel Staff Positions and Responsibilities	34
Lesson 10. Restaurant Staff Positions and Responsibilities	38
References	42

LESSON 1

Holiday Accommodation

A. Reading

1. Read the four texts below. What kind of holiday accommodation is each text describing? Complete the text with the words in the box. There is one word that you don't need.

apartment	caravan	hostel	hotel	houseboat
-----------	---------	--------	-------	-----------

1. Located in the Barcelonetta district, this large **1** sleeps up to five people (one double bedroom with en suite shower room, and three singles). Offering views of the sea from a private balcony, this is the perfect location for a family getaway, close to the beach and yet within very easy access of the metro and city centre attractions. The accommodation is bright and comfortably furnished, with a fully-equipped kitchen (fridge, freezer, microwave, dishwasher, kettle), a second bathroom and a utility area with washing machine and tumble drier. All linen and towels are provided. Free, secure wi-fi and flat screen TV with DVD player. Please note: This is a first-floor property. There is no lift. Please check the calendar for availability and rates.

2. Sitting on the Avon canal, our **2** offers accommodation with a difference. Suitable for up to four adults, this holiday home is static, so no danger of floating away as you doze! A short walk from local amenities, this cosy living space is fully-equipped for a self-catering holiday, with cooking and eating area, shower room and sleeping area (one double sofa bed in the living area). Please bring your own linen and towels. Prices from £350 per week. Tel: 0333 759248.

3. Wake up to fresh sea air and spectacular sunlight, surrounded by the finest furnishings and fittings for ultimate luxury. With 50 bedrooms available, including standard double and twin rooms, sea-view deluxe rooms and a number of luxury suites, The Pemberley **3**... offers top-quality accommodation on the South West Coast. Should you choose a bed and breakfast option, this is available in our restaurant where we serve both continental and full English breakfasts, cooked to order.

Our guest rooms include free wi-fi, tea- and coffee-making facilities, flat screen TV with satellite channels, and a safe for your comfort and convenience. All our linen is made from the finest Egyptian cotton. Our contemporary and stylish deluxe rooms include a complimentary mini-bar for your enjoyment. Our recently refurbished suites have a double bedroom with ensuite bathroom, in addition to a relaxing separate lounge area. Free parking on-site. Prices start from £150 per night for a standard double/twin.

4. Chillout **4**..... is located in the old city of Istanbul and is only a few minutes from the Blue Mosque, Topkapi Palace and other key attractions. It's also just ten minutes from the Grand Bazaar and Taksim Square. Our rooms are simple, stylish

and inexpensive. We offer convenient accommodation for international travellers on a budget.

Guests can choose from six- or four-bed dormitories, private double/twin rooms and private family rooms. All rooms are fully air-conditioned with heating and hot water. In dormitories, each bed has a curtain for your privacy. Private rooms have private bathrooms and TV. You can meet people from all around the world in our communal roof top terrace where a free breakfast is served. Free wi-fi throughout. Prices as low as €25 per night (linen hire available).

2. Read the texts again. Are the following statements true (T), false (F) or not mentioned (N)?

1. Chillout isn't suitable for families with children.
2. Everyone staying in the canal accommodation has a separate bedroom.
3. You need to climb stairs to enter the accommodation in Barcelonetta.
4. Suites in The Pemberley have a view of the sea.
5. You can watch TV in all of the accommodation described.
6. One of the types of accommodation is near to public transport.
7. You cannot leave your car near The Pemberley.

3. Tick (✓) the facilities that the different types of accommodation offer.

	Barcelonetta	Avon Canal	The Pemberley	Chillout
air-conditioning				
breakfast				
en suite bathroom				
free wi-fi				
linen				
kitchen				
satellite TV				

4. What are the advantages/disadvantages of the four different kinds of accommodation? Who would/wouldn't they be suitable for? Discuss

B. Language in Use

1. Circle the correct option to complete the sentences.

1. In self-catering accommodation, you *cook / don't cook* your own food.
2. A deluxe room is *lower / higher* quality than a standard room.

3. If something is complimentary, it is given to you *for a fee / free*.
4. A twin room has *one bed / two beds* in it, and a double room usually has two smaller beds / one larger bed.
5. If an apartment sleeps up to five people, no *more / less* than five people can stay in it.
6. If a kitchen is fully-equipped, it has *some things / everything* you are likely to need.
7. If accommodation is refurbished, it is *repaired and improved / a cheaper price*.
8. If someone is travelling on a budget, they have a *large / limited* amount of money to spend.

2. Put the words in order to make questions people often ask about holiday accommodation

1. time / what / I / in / check / can / ?
2. provide / do / linen / towels / and / you / ?
3. many / how / sleep / property / does / people / the / ?
4. fee / there / cleaning / a / is / ?
5. check / when / we / out / by / need / do / to / ?
6. include / the / does / breakfast / price / ?
7. free / do / you / have / parking / ?
8. the / available / those / on / dates / is / room / ?

C. Communication

1. Give examples of uncommon holiday accommodation. What are they? What are the advantages and disadvantages of each? Which one would you prefer to stay in? Why?
2. Find photos or think of your own uncommon type of holiday accommodation. Write one or two paragraphs about it. Encourage people to come and stay in it.

LESSON 2

Hotels in London

A. Reading

1. Read the two reviews below. What kind of hotel is each one describing?

THE REMBRANDT



4.4
out of 5

Excellent ⓘ

(1,010 reviews)

(Neighborhood average 4.3) ⓘ

Hotels.com Guest Rating

Lowest price USD 213

available on 13/08/2013 ⓘ

London City Airport - 15 kilometers

London Heathrow Airport - 20 kilometers

London Luton Airport - 45 kilometers

London Stansted Airport - 53 kilometers

Location.

Situated in affluent Knightsbridge, The Rembrandt is a stately hotel opposite the Victoria and Albert Museum, three miles from the theatres and restaurants of the West End. The hotel is in a perfect position for exploring the bustling city of London; nearby attractions include the famous department store of Harrods, 500 metres away, and Buckingham Palace, home to the Queen, two miles away. London Heathrow Airport is 15 miles from the hotel, a 30-minute drive.

Hotel features.

The Rembrandt features Edwardian-style property designs. The hotel's Palette Restaurant offers guests a buffet breakfast each morning and serves a seasonally inspired menu for lunch and dinner. Guests can also use discounted access to a nearby health and fitness centre where they can work out, swim, and enjoy with body treatments, facials, massages, manicures and pedicures, and beauty services.

There is complimentary wireless Internet access for those with laptops, while further practical amenities include a 24-hour front desk, business services, secretarial services, a concierge desk that provides tours and ticket assistance, laundry facilities, and valet parking for those arriving by car.

Guestrooms.

There are 195 guestrooms, over five floors, delicately decorated. All rooms equipped with satellite television with pay movies, complimentary wired/wireless Internet access, direct-dial phones, minibars, safes, coffee/tea makers, trouser presses, and hair dryers.

HILTON LONDON METROPOLE

Lowest price ~~USD 270~~ **USD 218** ⁵ **Excellent** ⓘ
(2,290 reviews)

available on 22/08/2013 ⓘ



(Neighborhood average 3.9) ⓘ
Hotels.com Guest Rating

London City Airport - 15 kilometers

London Heathrow Airport - 20 kilometers

London Luton Airport - 43 kilometers

London Stansted Airport - 51 kilometers

Location.

Located on cosmopolitan Edgware Road, Hilton London Metropole. This modern hotel is close to Westway motorway and only 20 minutes' drive to the Heathrow Express terminal at Paddington Station, while a train and metro station is nearby. Madame Tussauds and the Planetarium are easily reachable, while Oxford Street and the shops and entertainment of the West End are only 10 minutes away.

Hotel Features.

Dining options include a restaurant serving Mediterranean fare, and a city-view restaurant and bar offering Japanese-Thai fusion cuisine. An informal bistro-style eatery serves specialty coffees, pastries and paninis. A sports bar and a lobby lounge offer domestic and international drinks. The hotel provides 40 function rooms accommodating up to 3,000 people. A business centre includes two computers with high-speed Internet access (fees apply). Hilton London Metropole's complimentary LivingWell health club includes a 40-foot indoor pool, sauna, steam room, televisions, cardio and resistance machines, and free weights; fitness classes include yoga.

Guestrooms.

This 23-storey hotel offers guestrooms distributed among a tower, and East and West wings. High-speed Internet access is available (fees apply). Flat-panel televisions feature satellite channels. Recessed lighting, modern wood furnishings and ivory colour schemes reflect sleek style. Most rooms feature city views through double-paned windows.

2. Read the texts again. Are the following statements true (T), false (F) or not mentioned (N)?

1. Situated in affluent Knightsbridge, The Rembrandt is a stately hotel opposite Madame Tussauds, three miles from the theatres and restaurants of the West End.
2. The hotel's Palette Restaurant offers guests a continental breakfast each morning and serves a seasonally inspired menu for lunch and dinner.
3. All rooms are equipped with satellite television with pay movies, complimentary wired/wireless Internet access, direct-dial phones, minibars, safes, coffee/tea makers, trouser presses, and hair dryers.

4. This modern hotel is close to Westway motorway and only 20 minutes' drive to the Gatwick Express terminal at Paddington Station, while a train and metro station is nearby.
5. An informal bistro-style eatery serves specialty coffees, pastries and paninis.
6. A business centre includes two computers with high-speed Internet access (free of charge).
7. Most rooms feature city views through triple-paned windows.
8. We have a gourmet grab-and-go café and room service.

3. Fill in the table about the facilities and amenities that the two types of hotels offer.

	The Rembrandt	Hilton London Metropole
Location	1. 2. 3. ...	1. 2. 3. ...
Hotel features	1. 2. 3. ...	1. 2. 3. ...
Guestrooms	1. 2. 3. ...	1. 2. 3. ...

4. Read the hotels' description and decide which one you like more and explain why.

B. Language in Use

1. Circle the correct option to complete the sentences.

1. If the city is bustling, it means all people and traffic there move around *quickly/slowly*.
2. Edwardian-style property designs *include/exclude* arched pediments, columns with engaged blocks and domed towers.
3. If the guests use discounted access to a nearby health and fitness centre where they can work out, swim, and enjoy with body treatments, facials, massages, manicures and pedicures, and beauty services, they *don't have to/have to* pay for that.
4. If all rooms are equipped with complimentary wired/wireless Internet access, it *means/doesn't mean* it is free of charge.
5. Oxford Street and the shops and entertainment of the West End are only 10 minutes away. So they are *easily reachable/ quite unreachable*.
6. The hotel provides 40 function rooms *renting/turning away* up to 3,000 people.

2. Write sentences comparing and contrasting the hotels.

-
-
-
-
-
-
-

C. Communication

1. Find information about another hotel in London. Compare and contrast it with the above hotels.
2. Make up a review of a hotel you would like to work for. Speak on its location, facilities, amenities, services it provides.

LESSON 3

Giving Information: Tourist Information Centres

A. Reading

1. Look at the FAQs from the website giving information for tourists thinking of going to Denmark. Match the answers (a. to e.) to five of the FAQs.

Denmark: Frequently Asked Questions:

1. When is the best time to visit Denmark?
 2. What different holidays can I have in Denmark?
 3. What is the best way to get to Denmark?
 4. Is it a good place for a family holiday?
 5. Is it a good place to hold a business conference?
 6. What language is spoken in Denmark?
 7. What is there to see in the capital city?
 8. What is the food like in Denmark?
 9. Is there any typical Danish accommodation to stay in?
 10. What is the night-life like in Denmark?
-
- a. Copenhagen has many fascinating palaces and castles, such as the Amalienborg Palace (where the Royal Family live), and the Rosenborg Castle (home of the magnificent crown jewels). One place you'll definitely want to see is the statue of 'the Little Mermaid', probably the most famous image of Copenhagen. Don't leave Copenhagen without visiting the marvelous Tivoli Gardens, an old-fashioned amusement park.
 - b. Danish hospitality is very friendly to children and there are lots of attractions that suit all the family. Legoland is a 'must-see' attraction for children and adults alike. The park boasts models of famous cities and sights, built from 33 million Lego bricks. There are also rides and other attractions. In Odense, one place that is really worth visiting is the Hans Christian Andersen Museum, which tells the story of the famous writer of fairy-tales and children's stories.
 - c. Denmark is a year-round destination. There is something to do every month of the year – beaches and seaside resorts in the summer, city tours in the winter. However, please note that the winter can be cold and wet, and some of the famous attractions (like Legoland and the Tivoli Gardens) are not open all the year.
 - d. Denmark has a variety of eating places from top-quality restaurants to cosy family cafes. You shouldn't miss the Danish speciality, smorrebrod – delicious open sandwiches – which are served around lunchtime. Sausages and meatballs are also well-known dishes, and of course don't forget to try the famous Danish beer.

e. Copenhagen Airport is linked to many major cities. There is also an international seaport at Esbjerg and there are excellent road and rail links to the rest of Europe. You could always hire a car on arrival at the airport.

2. Read the texts again. Are the following statements true (T), false (F) or not mentioned (N)?

1. One place you'll definitely want to see is the statue of 'Liberty', probably the most famous image of Copenhagen.
2. The marvelous Tivoli Gardens is an old-fashioned amusement park.
3. Danish hospitality is very hostile to children and there are hardly any attractions that suit all the family.
4. Amalienborg Palace is a must for anyone with a taste for royal history and the life of Denmark's royal family who still resides inside the palace.
5. The park takes pride in models of famous cities and sights, built from 33 million Lego bricks.
6. Winter is always warm in Denmark and the famous attractions (like Legoland and the Tivoli Gardens) are open all the year.
7. Denmark has a variety of eating places from elite restaurants to cosy family cafes.
8. Copenhagen is linked to Europe by highways only.

3. What of the FAQs are not answered in the text? Use the internet to find answers to the questions.

Que	Answer

B. Language in Use

1. Underline as many positive adjectives in the FAQs as possible. Then complete the gap-fill.

1. d _____
2. f _____
3. m _____
4. e _____
5. m _____
6. f _____
7. t _____ - q _____
8. f _____
9. m _____ - s _____

2. Write grammar rules for the ‘recommending’ expressions you found in the FAQs. The first one has been done for you.

If _____ *if I were you I'd +Infinitive*
recommend _____
why _____
thought _____
best _____
idea _____
might _____

C. Communication

Work with other students of your group and role play the following task. Divide in three groups: A, B, C.

Group A: You are tourist information officers for the city or region where you are studying.

Group B: You are visitors who should each think of a number of questions to ask (e.g. information about places to visit, places to eat, where to take the children). You can use the FAQs as prompts.

Group C: You are ‘quality managers’ who should listen to each of the exchanges and note down: (a) whether the information is accurate, and (b) each time one of the ‘recommending’ expressions is used.

LESSON 4

The Underwater Restaurant with a New Approach to Marine Research

A. Reading

1. Read the text below. What kind of restaurant is it describing?

Sea change: the underwater restaurant with a new approach to marine research
Rachel Hall 26 April, 2019

Sunlight is shining through the green-blue waters, shimmering with the waves. Jellyfish float in graceful zigzags. Moving from left to right among clumps of kelp are gold and silver fish.

This isn't a scene from the tropics – it's southern Norway, and it's the view from a recently opened underwater restaurant, Under. The restaurant is finding a new way to educate people on the importance of local marine life.

The restaurant is a 34-metre-long structure partly submerged in the ocean, designed by Oslo architecture firm Snøhetta. It was only installed in 2018, but already, seaweed is growing on the exterior, and sea snails and barnacles stick to the windows. According to architect Andreas Nygaard, this was deliberate. The rough concrete was chosen to encourage marine life to grow on it, and the coastline highlights the sea's "drama".

"We call the whole thing an eye into the coastal ecosystem," says Trond Rafoss, an associate professor at Agder University and the restaurant's own marine biologist. "The biodiversity of cold waters is not well known. We think the more people gain knowledge of marine life, the more they will look after our oceans."

Rafoss thinks drawing attention to the "colourfulness" of the northern seas will motivate the public to understand the ways they are affected by climate change. He talks about agricultural chemicals getting into the ocean, overproduction of food on land and how CO₂ is causing ocean acidification. "But it can be reversed," he says.

The restaurant is vital for Rafoss's research. It receives funding from the Norwegian government as an "underwater laboratory", and Rafoss regularly brings his master's students in marine ecology to find inspiration for research topics.

Without collaborating with a private business, the university couldn't have funded the restaurant. The relationship with private business has also meant that Rafoss could get funding from the Norwegian government, which paid for half of the project.

Rafoss plans to use the restaurant as part of a research project into ways of measuring how much people can learn about science when they go on holiday or through educational leisure activities. He thinks experiences can teach far more than written texts.

"When people go on holiday, they want to learn something new in an enjoyable way," he says. "We're interested in finding out about the type of experiences that increase knowledge of natural sciences among the public."

Instead of giving written explanations in the restaurant, he trains the waiters to tell customers about what they're seeing. Of course, this is not an experience for

everyone: there's only one set menu, and it costs £199. But Stig Ubostad, one of the owners, sees it as a "bucket list" destination. Spending four hours tasting 18 courses of carefully chosen seafood with a view of life under the sea is a unique experience but one that few can afford.

"We want to show the variety of what we have here in the southern part of Norway," says the head chef, Nicolai Ellitsgaard. There's a focus on sustainability, using all the parts of the fish, and on underappreciated species. Ubostad says that the research is a central part of the business. "Under will be much more than just a restaurant," he says. "We want to increase people's curiosity for the sea."

There are cheaper ways for people to see what's on the other side of the restaurant's windows. There will soon be a camera set up online so people can watch, take photos of new species they spot and give names and times as a "citizen science" project.

After the images are checked by a scientist, they will go into a machine learning algorithm, which will teach the camera how to recognize different marine life. A new neighbouring centre for the public will also be set up in 2019. Rafoss is still researching how best to make visitors learn and specifically how to interest young people. One option they're testing is drone cameras on the seabed. "Young people want things in real-time; they want to explore on their own," he says. "We hope the centre will attract young scientists to get more involved in research into marine ecosystems."

He believes the collaboration could work elsewhere. He hopes to see "more people fighting for biodiversity", thanks to its research and education work. "The key thing for me is that this restaurant can't work without vibrant nature," he says. "If you can connect business with a clean environment, that's the main benefit I see of all the hours I've spent here over the last five years."

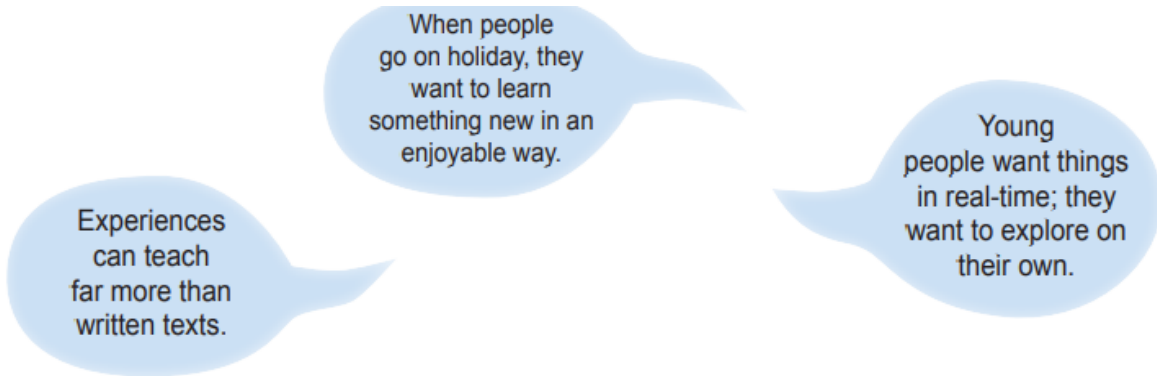
© Guardian News and Media 2019 First published in The Guardian, 26/04/19

2. Read the text again. Are the following statements true (T) or false (F)?

1. The restaurant is completely underwater.
2. The only thing on the menu is seafood.
3. If you want to know more about the marine life that you can see through the windows, you should download the app.
4. The restaurant is very important for research into the biodiversity of the sea around it and the coastal ecosystem.
5. Half of the money for the underwater restaurant project comes from the government; the rest comes from Agder University.
6. Post-graduate students from Agder University find inspiration for their research topics at the restaurant.
7. If you cannot afford to go to the restaurant, you will soon be able to look through the restaurant's window via a webcam.
8. A nearby centre plans to teach children to use drone cameras to get them more interested in the coastal ecosystem.
9. Rafoss hopes that more people will become interested in fighting to protect the biodiversity of their local seas.

10. Rafoss believes that getting business involved in helping the environment is one of the main benefits of the underwater restaurant project.

3. Read and discuss these opinions from the article. Do you agree or disagree with them? Explain your answers and give examples from your own experience where possible.



B. Language in Use

1. Match the key words with the definitions. Then, find them in the article to read them in context.

vital, ecosystem, vibrant, unique, underappreciated, specifically, species, deliberate, collaborating, biodiversity

- intended, not done by chance or by accident _____
- all the plants and animals in a particular area, considered as a whole with parts that depend on one another _____
- the variety of different types of plant and animal life in a particular region _____
- very important, necessary or essential _____
- working with someone in order to produce something _____
- very special, unusual or good _____
- not thought about often or considered as much as it should be _____
- a plant or animal group whose members all have similar general features and are able to produce young plants or animals together _____
- used for describing something in a more exact way _____
- full of life and energy _____

2. Find the following in the article.

- the name of the restaurant
- two sea plants

3. four creatures that live in the sea
4. the job title of someone who researches and studies life in the sea
5. the number of courses in the restaurant's set menu

C. Communication

1. Work with other students of your group and discuss the following questions.

- Do you like the idea of this restaurant? Why? Why not?
- Do you think you will ever go there?
- Have you ever been snorkelling, diving or on a glass-bottom boat? If so, where were you, and what did you see?
- What's the most unusual or interesting restaurant or café you have ever been to?

2. Work in small groups. Brainstorm things you would like to include on your bucket list: bucket list noun [countable] informal a list of the things you want to do before you reach a certain age or before you die, *e.g. stand on the top of a mountain, drive along a particular road, learn to ride a horse, eat something particular, have tea with the Queen, go swimming with dolphins.*

LESSON 5

Safety Norms at the Hotel

A. Reading

1. Read the text. What is the Global Hotel Security Safety?

The Global Hotel Security Standard was developed in response to the demand from the Travel Management Industry and hotel guests as a measurable standard of safety and security in hotels.

The purpose of the standard is to make it easier to assess hotels operating and maintaining a level of safety and security, which in turn is recognized by hotel guests, the Travel Management Industry, hotel owners and operators.

Origin of The Global Hotel Security Standard

The Global Hotel Security Standard was initiated by Safehotels Alliance in 2001. Safehotels Alliance reviewed internal hotel safety and security programs related to:

- individual international hotel companies, major corporate company travel managers, airlines, tour operators, travel industry organisations and associations.

Following the review, the most consistent and best practice standards in global hotel safety and security were identified – then produced as an overall Global Hotel Security Standard.

Summary of The Global Security Standard

The Global Hotel Security Standard consists of 210+ safety and security standard elements organized within the sections related to:

- Hotel Property Walkthrough – Process, Procedures, Training and Organisation – Security Equipment – Fire Equipment
- Fire Training – Crisis Management

Hotel & restaurant food safety

The detailed legal requirements for food safety is varied slightly between countries, but in general they cover the same principles. The regulations are also flexible depending on the size of a business, so that small business have simpler food safety standards. Food standards agencies are responsible for monitoring and enforcing regulations. They also create guidelines to help companies develop food safety procedures and documentations suitable to their business.

Premises

Premises include all the buildings and rooms involved in the business. Each building should comply to the food hygiene regulations required by the government. These usually consist of:

- Ensure enough space is available for working.
- Comply to food hygiene best practices.
- Preventing food contamination.
- Ensure food is free and safe and from disease-causing organisms and pest.
- Store food in a safe and hygienic manner.

The premises should provide adequate facilities for:

- Hygienic wash rooms, separated from food preparation areas and provide the correct products and services to follow proper hand hygiene.
- Ventilation.
- Lighting.
- Drainage
- Changing clothes, where needed.
- Storage of cleaning chemicals and disinfectants to prevent contamination of food.

Personal hygiene

Staff working in food handling areas need to keep good personal hygiene and be aware of practices and factors that can cause contamination of food.

Personal hygiene factors include:

- Wearing suitable clean clothing
- Covering hair with items such as hairnets
- Removing watches or jewellery
- Abstaining from smoking, spitting, touching the hair and/ or face and eating
- Keeping hands clean, especially after handling raw meat, waste, and cash as well as after using the washing room, cleaning and using items such as phones and door handles
- Not working in a food handling area if ill with diarrhea, vomiting, infectious disease or have wounds or skin infections.

2. Read the text again. Are the following statements true (T) or false (F) or not mentioned (N)?

1. The Global Hotel Security Standard was developed in response to the demand from the society and hotel guests as a measurable standard of safety and security in hotels.
2. The Global Hotel Security Standard consists of less than 210 safety and security standard elements organized within the sections.
3. The goal of the Global Hotel Security Standard is to provide a high quality service in partnership with their clients designed and built to maintain comprehensive security program.
4. The detailed legal requirements for food safety is varied slightly between countries, but in general they cover the same principles.
5. Food standard agencies create guidelines to help companies invent new recipe database.
6. Premises include all the buildings and rooms involved in the business.
7. Ventilation, lighting and drainage are the optional facilities provided by the premises.
8. Staff working in food handling areas need to keep good personal hygiene and be aware of practices and factors that can cause contamination of food.

9. Keeping hands clean especially after handling raw meat, waste, and cash as well as after using the washing room, cleaning and using items such as phones and door handles is not necessarily included into personal hygiene factors.

3. Find the words and phrases in the text meaning the following.

1. protection from danger
2. the buildings and land that a shop, restaurant, hotel or a company etc uses
3. the practice of keeping yourself and the things around you clean in order to prevent diseases
4. making a place or substance dirty or harmful by putting something such as chemicals or poison in it
5. a small animal or insect that destroys crops or food supplies
6. letting fresh air into a room, building etc
7. the process or system by which water or waste liquid flows away
8. a very thin net that stretches over your hair to keep it in place

4. Dwell on

1. the idea of the Global Hotel Security Standard?
2. the origin of the Global Hotel Security Standard?
3. the hotel and restaurant food safety?

B. Language in Use

1. Match the synonymic adjectives.

measurable	rational
internal	adjustable
flexible	private
hygienic	lawful
infectious	contagious
consistent	international
global	collective
corporate	healthful
legal	significant

2. Comment on the idea of the following word-combinations. Pay attention to the way they are used in the text.

A measurable standard of safety and security
The Travel Management Industry
Safehotels Alliance
Hotel Property Walkthrough
Crisis Management
Food Hygiene Regulations

C. Communication

1. Discuss the following questions.

- What is the Global Hotel Security Standard?
- What are the legal requirements to the restaurant food and premises at hotels and resorts?
- What does staff hygiene include?

2. Surf the Internet for other safety and security tips for hotel management.

LESSON 6

Introduction to Hotels. Part I

A. Reading

1. Read the text. What types of hotels is it describing?

If you're working in, or thinking of working in the hotel industry, it's important to know the differences between the many types of hotels that exist today. Just as hotel guests compare the facilities and amenities offered by each hotel, before choosing the best fit for their planned vacation or business trip, any potential hotel employee will want to find the work environment that appeals to them the most!

In the past a hotel could be chosen simply by the number of stars next to its name, or the cost of a room. Nowadays there are not only hotels to suit every budget, but also to satisfy the needs of all sorts of different clients. Hotel guests may be families vacationing with children, couples on their honeymoon, single businessmen and women, needing extended stay accommodation, or large groups attending meetings, conferences and exhibitions.

Hotels have sprung up worldwide, they cater to the very specialized tastes of their guests. Some people want to stay in eco-friendly surroundings, some want to take their pets with them when they travel, some want to learn a skill, like cooking or painting, and others want to do nothing more than spend their days in bubbling spa water, eat 'healthy' food and lose some weight.

All hotels, regardless of price and style, share certain characteristics. At the lower end of the market, they offer travelers the basics: a simple room with a bed (or beds) to sleep in and use of a bathroom. At the upper end of the market, on the other hand, guests may experience the ultimate in luxury and comfort: they stay in designer styled rooms and suites with custom made fixtures and furnishings, and enjoy superior facilities and services. Luxury hotels offer everything from indoor and outdoor swimming pools to gourmet restaurants and spa treatment and fitness centers. However, the height of luxury for many guests is that they are cared for by multiple members of hotel staff, whose job it is to make them feel pampered!

Hostels:

Perhaps the most basic of hotel types is the hostel. Popular with backpackers and travelers on very limited budgets, hostels offer little more than a place to sleep. Accommodation is often in shared rooms with shared bathroom facilities and, if guests are lucky, there may be a kitchen of sorts, where food can be heated and drinks made. For students and young people, more interested in the trip than in where they catch a few hours' sleep, a hostel is often seen as a place to meet up with other like-minded travelers, and its lack of comfort is happily ignored.

Motels:

A motel is a simple hotel, designed to accommodate motorists on long trips, who need to break their journey for a night before continuing on to a final destination. Motels originated in the United States, where they were first seen along empty stretches of the new Interstate Highways. The main feature of their design was the

way individual rooms were built facing parking areas and rooms could be entered without having to pass through a lobby, as you would in a hotel.

A typical motel room contains one or more beds, a TV, a small kitchen area with refrigerator and microwave, and a bathroom. Guests generally check-in at an on site reception office, pay in advance, and vacate their rooms when they are ready to continue their journey.

In recent years and in many countries, motels have developed an unfortunate reputation as places where rooms can be rented by the hour, and where guests are not of the most desirable type! However, many motel chains, both in the United States and in Europe have concentrated on improving their image by renovating properties and adding amenities such as restaurants, coffee bars and swimming pools. Many motels close to popular holiday destinations can be as comfortable as some of the more centrally located hotels, making them a good option for both short and long stay visitors to the area.

2. Read the text again. Are the following statements true (T) or false (F) or not mentioned (N)?

1. Any potential hotel employee will want to find the work environment that appeals to them the most.
2. In the past a hotel could be chosen simply by the number of guests living in the hotel.
3. Hotels have sprung up worldwide, they cater to the very specialized tastes of their guests.
4. All hotels, depending on price and style, share certain characteristics.
5. Luxury hotels offer everything from indoor and outdoor swimming pools to gourmet restaurant and spa treatment and fitness centers.
6. People with backpackers and travelers on very limited budgets, hostels offer just a place to sleep.
7. Hotel targets many markets and can be classified according to the markets they attempt to attract their guests.
8. A motel is a simple hotel, designed to accommodate hitch-hikers on long trips, who need to break their journey for a night before continuing on to a final destination.
9. At a motel guests generally check-in at an onsite reception office, pay in advance, and vacate their rooms when they are ready to continue their journey.
10. Many motel chains, both in the United States and in Europe have concentrated on improving their image by renovating properties and adding amenities such as restaurants, coffee bars and swimming pools.

3. Find the words and phrases in the text meaning the following.

1. to leave a place previously occupied
2. to provide lots of attention, comfort and kindness to someone
3. a holiday newly married couples go on together, usually immediately after the wedding

4. to improve the condition of something, especially a room or a building, by repairing or rebuilding it
5. not harmful to the environment
6. places or pieces of equipment provided for a specific purpose
7. the area where guests and visitors are greeted and dealt with
8. a formal meeting of people to discuss shared interests - often takes place over a number of days
9. the total amount of money available or needed for something
10. the surroundings or conditions in which a person, animal or plant lives and operates
11. everything, functional and decorative, installed in a room or a building

4. Fill in the key features of the hotels described in the text.

Luxury hotels	Hostels	Motels
<ul style="list-style-type: none"> • ... • • 	<ul style="list-style-type: none"> • • • 	<ul style="list-style-type: none"> • ... • ... •

B. Language in Use

1. Match the synonymic adjectives

- | | |
|--------------|------------|
| potential | carbonated |
| specialized | amused |
| eco-friendly | arranged |
| bubbling | unanimous |
| ultimate | promising |
| pampered | particular |
| styled | eventual |
| like-minded | designated |
| designed | green |

2. What information does the text give about

1. luxury hotels?
2. hostels?
3. motels?

C. Communication

1. Discuss the following.

What are the advantages and disadvantages of staying in a hostel?

2. Work in small groups.

Brainstorm the ideas in favour for choosing the type of hotel

- for a student travel
- for a truck driver
- for a high ranking official

LESSON 7

Introduction to Hotels. Part II

A. Reading

1. Read the text. What types of hotels is it describing?

Chain Hotels:

When choosing a hotel for a longer stay or a vacation abroad, many people look first to those with the most famous names. Whatever country you live in, the brand names Hilton, Radisson, Best Western, Marriott, or Ritz Carlton, for example, are likely to be familiar. Often starting with just one hotel, each of these companies have invested in other properties, to create a chain of hotels.

Although they may be located in many different countries, the main feature of these chain hotels is that each hotel (of the same name) can be expected to offer the same level of comfort and hospitality. For many guests, the hotel name alone is enough to **convince** them to make a booking.

Resort Hotels:

Of course, even a great name is not enough if a hotel is not in the right location! Resort Hotels are so called because they cater to people who want to stay in popular holiday destinations. Traditionally, the seaside and the mountains are preferred locations. Coastal towns and mountain villages in many countries were known as 'resorts' long before the big hotels moved in, but sometimes it is the arrival of one of the larger, well known hotels that indicates the development of a new resort. The hotel itself then becomes the main center of activity, providing all the facilities, entertainment and home comforts a guest desires, with no need to venture outside the hotel grounds at all.

Typically, a resort hotel will contain a selection of different room types of varying prices. The cost of a room will depend on such things as its size and the number of beds it contains, as well as the time of year (the holiday season) and the number of consecutive nights booked. Many resort hotels offer package deals, where prices might also include all food and soft drinks taken over the course of a guest's stay.

The better and higher rated (four and five star) hotels generally offer rooms containing all the necessary amenities, such as television, mini-bar, safe, ironing board, hair dryer, bath robes and complimentary toiletries. Room service allows guests to take meals in their rooms, if they choose. Shared facilities are likely to include swimming pools, restaurants and bars. Luxury brand Resort and Spa hotels will also have fitness and spa treatment centers, offering a variety of (sometimes very exotic!) treatments, all either at an extra charge or included as part of a 'package'.

Business and Conference Hotels:

Business and Conference Hotels (as you might have guessed!) are those that have been designed with business clients in mind. They are often located in designated business areas of large cities, with easy access to exhibition centers

and city transport links. The main function of business and conference hotels is the provision of all the services and facilities related to the carrying on of 'business as usual', whilst key corporate executives and their staff are away from their regular workplace.

The growth of global business has led to an increasing demand from corporate clients for accommodation tailored specifically to the needs of busy executives and management teams. Large corporations often choose to hold their annual general meetings, or stage training sessions or exhibitions in locations that are convenient and accessible to large numbers of national and international company employees. Business and Conference hotels are expected to satisfy both the work and the leisure needs of their guests for the duration of such events.

Rooms in this type of hotel are designed with businessmen and women in mind and always provide, along with all the expected comforts, work areas with office supplies and wi-fi connections. Common areas in these hotels are likely to include large meeting rooms, with all the latest audio-visual technology installed, staffed office spaces for the sending and receiving of faxes, or for photocopying and distribution of documents, as well as access to external courier services, such as FedEx, UPS or DHL.

Other facilities and services include: banquet halls for large formal dinners, provision of snacks during breaks in meetings, and the availability of fully equipped fitness centers – in which business guests may burn off excess calories from the previous day's 'Informal Business Lunch'.

Business and conference hotels depend, more than any other hotel type, on establishing ongoing relationships with their clients and are often fully booked, well ahead of important local exhibitions and Trade Fairs. Such events can fill even the largest of cities to bursting point, and make the finding of even a single hotel room a virtual impossibility.

2. Read the text again. Are the following statements true (T) or false (F) or not mentioned (N)?

1. When choosing a hotel for a longer stay or a vacation abroad, many people look first to those with the most well-known names.
2. Although the chain hotels may be located in many different countries, the main feature of them is that each hotel (of the same name) can be expected to offer a different level of comfort and hospitality.
3. Resort Hotels are so called because accommodate people who want to stay in popular holiday destinations.
4. The hotel itself then becomes the main center of activity, providing all the facilities, entertainment and home comforts a guest desires, with no need to venture outside the hotel grounds at all.
5. Many resort hotels never offer package deals, where prices might also include all food and soft drinks taken over the course of a guest's stay.

6. The better and higher graded hotels basically offer rooms including all the necessary amenities, such as television, mini-bar, safe, ironing board, hair dryer, bath robes and complimentary toiletries.
7. Resort hotels may be characterized by distinctive architecture, upscale lodgings, ballrooms, large conference facilities, restaurants, and recreation activities such as golf or skiing.
8. Business and Conference Hotels are often located in nominated business areas of large cities, with easy access to exhibition centers and city transport links.
9. The growth of global business has led to an expanding interest from corporate clients for accommodation which is not specifically tailored to the needs of busy executives and management teams.
10. Rooms in Business and Conference hotels are designed with businessmen and women in mind and always provide, along with all the expected comforts, work areas with office supplies and wi-fi connections.

3. Find the words and phrases in the text meaning the following.

1. to go somewhere even though you know that it might be dangerous or unpleasant
2. the name given to a product by the company that produces it
3. a vacation that is organized by a company at a fixed price and that includes the cost of travel, hotels, etc.
4. accommodation where people spend their holiday
5. amenities providing a feeling of being physically relaxed and free from pain; the state of having a pleasant life, with everything that you need
6. an arrangement that you make in advance to buy a ticket to travel somewhere, go to the theatre, etc.
7. buildings, services, equipment, etc. that are provided for a particular purpose
8. to buy property, shares in a company, etc. in the hope of making a profit
9. to make somebody/yourself believe that something is true
10. a place to which somebody/something is going or being sent
11. friendly and generous behaviour towards guests
12. made to fit well or closely

4. Fill in the key features of the hotels described in the text.

Chain Hotels	Resort hotels	Business and Conference Hotels
• ...	•	• ...
•	•	• ...
•	•	•

B. Language in Use

1. Match the synonymic adjectives

bursting
tailored

recognizable
class

brand
complimentary
consecutive
popular
corporate
familiar
accessible
famous

collective
beloved
reachable
appreciative
distinguished
exploding
successive
custom-made

2. What information does the text give on

1. chain hotels?
2. resort hotels?
3. business and conference hotels

C. Communication

1. Discuss the following.

What type of hotels did you stay in? What were its advantages and disadvantages?

2. Work in small groups.

State at least three arguments in favour of the hotel you would choose if you

- went on a business trip?
- made up your mind on a family tour?
- spent a night or two in another city?

LESSON 8

Introduction to Hotels. Part III

A. Reading

1. Read the text. What types of hotels is it describing?

Apartment Hotels:

Another type of hotel, the Apartment Hotel, can be found in large cities and popular resort areas alike. This type of hotel, whilst having all or many of the facilities of a regular hotel, such as the reception, dining and leisure areas, is comprised of self-contained apartments, where guests are able to cater for themselves, much as they might do at home.

Apartments are designed and furnished with everything a single guest or a family might need for an extended stay, including separate sleeping and living areas and fully functional kitchens, containing a full range of cooking utensils. Guests are able to book stays for as little as one week or as long as several months (sometimes even years!) so that apartment hotels suit both business people, working in the area temporarily and people relocating to the area but still not settled into their own long term accommodation.

Independent Hotels:

Many hotels, especially the older, smaller, privately owned ones, don't fall into any particular 'type' as far as having the generic features of chain hotels or business hotels. Independent hotels can be anything from the traditional, inexpensive Bed and Breakfast establishments of England (private houses with rooms to rent and breakfast included in the price of a night's stay) to character filled, ancient buildings in historic cities across the world, whose rooms may be small and cramped but whose locations and ambiance can command luxury brand prices. Some of these hotels, situated in historic, even romantic locations, like Venice, Paris or Rome, for example, were probably the forerunners of the increasingly popular 'Boutique Hotels.'

Boutique Hotels:

The term 'Boutique Hotel' was first used by the owner of a famous hotel called Morgans, in the Manhattan district of New York. The concept behind the hotel was that it should appeal to guests searching for perfection in every detail of their hotel 'lifestyle experience' and that this experience should be very different from that offered by a traditional chain hotel.

Needless to say, the uniqueness of this first Boutique hotel, combined with the business ambition of its owners, resulted in the creation of a chain of Boutique hotels (Morgans Hotel Group) so that now some, once 'unique', features have become signature features, shared by each of the hotels within the group.

The original hotel's interior (as with all hotels in the group) was created by a world famous Interior Designer, and it is really this concentration on chic, artistic and luxurious accommodation, fixtures and fittings, that defines the character of this type of hotel. Boutique hotels attract guests who like to feel they are experiencing

something that other more 'normal' hotel guests are either unlikely to appreciate, or perhaps unable to afford!

Eco and Green Hotels:

Eco Hotels and Green Hotels also fall into the lifestyle category. The first Eco Hotels began as exotic destination hotels. Located in remote areas of the world, they were often built using local materials and set in areas of great ecological importance and beauty (the jungles of South America, for example). These days, regardless of location, the terms 'eco' and 'green' are attached to hotels that aim to use as many eco-friendly products and materials as possible in their buildings and furnishings.

These hotels appeal to people who share the environmentalist philosophy of energy saving and conservation and, although many of them are privately owned, Eco and Green hotels have also become a significant new addition to the portfolios of leading hotel groups. They may offer either basic or luxurious rooms and amenities, but their main feature is their 'eco-friendliness' and their use of organic materials, which often extends from the linens you find on your bed to the food that appears on your plate.

So, as you now know, defining hotels by their 'type' involves far more than labeling them, 'One Star Economy' or 'Five star Luxury'. The expansion of hotel groups and each group's desire to be competitive in today's huge tourism and business markets, has led to the creation of more and more hotel brand names, each satisfying a particular population of hotel guests and each tempting their clients with 'trademark' offerings in the way of personalized amenities and services.

Presented with so many options, "Where shall I stay?" and "Where shall I work?" are both questions that are likely to take many more hours of investigation and planning than you might, at first, have imagined!

2. Read the text again. Are the following statements true (T) or false (F) or not mentioned (N)?

1. Apartment hotels are found out of the big cities mostly on the largest motorways.
2. Apartment hotels provide all or many of the facilities of a regular hotel, such as the reception, dining and leisure areas.
3. Apartment hotels do not cater for business people, working in the area temporarily and people relocating to the area but still not settled into their own long term accommodation.
4. Independent hotels can be anything from the traditional, inexpensive Bed and Breakfast establishments of England to character filled, ancient buildings in historic cities across the world.
5. The concept behind the boutique hotel was that it should attract guests searching for perfection in every detail of their hotel 'lifestyle experience' and that this experience should be similar to that offered by a traditional chain hotel.
6. Boutique hotels appeal to guests who like to feel they are experiencing something that other more 'normal' hotel guests are either unlikely to appreciate, or perhaps unable to afford!

7. Travelers who enjoy staying at boutique hotels are defined as curious, upbeat vacationers.
8. Eco Hotels are located in remote areas of the world, they were often built using local materials and set in areas of great ecological importance and beauty (the jungles of South America, for example).
9. Depending on the location, the terms 'eco' and 'green' are attached to hotels that aim to use as many eco-friendly products and materials as possible in their buildings and furnishings.
10. Eco Hotels may offer either basic or luxurious rooms and amenities, but their main feature is their 'eco-friendliness' and their use of organic materials, which includes the bed linen in your room and the food you enjoy in the restaurant.

3. Find the words and phrases in the text meaning the following.

1. provide a quality that makes someone or something attractive or interesting
2. having its own government
3. having not enough space for the people in it
4. the character and atmosphere of a place
5. a person or thing that came before and influenced somebody/something else that is similar; a sign of what is going to happen
6. a type of product, service, etc. made or offered by a particular company under a particular name
7. marked in some way to show that it belongs to a particular person
8. a group of people or things with particular features in common
9. to provide the things that a particular person or situation needs or wants
10. something important, interesting or typical of a place or thing
11. not harmful to the environment
12. a thin flat case used for carrying documents, drawings, etc.

4. Fill in the key features of the hotels described in the text.

Apartment Hotels	Independent Hotels	Boutique Hotels	Eco and Green Hotels
• ...	•	• ...	• ...
•	•	• ...	• ...
•	•	•	•

B. Language in Use

1. Match the synonymic adjectives.

combined
extended
independent
eco-friendly
original
self-contained
personalized
furnished
signature
cramped

autonomous
equipped
lengthy
separate
tiny
mixed
characteristic
green
made-to-order
authentic

2. What information does the text give on

1. apartment hotels?
2. independent hotels?
3. boutique hotels?
4. eco and green hotels?

C. Communication

1. Discuss the following.

What are the advantages and disadvantages of staying in a boutique hotel?

2. Work in small groups.

State at least three arguments in favour of the hotel you would choose if you

- made up your mind to relocate in another country or city?
- were eager to feel a great sense of the city's culture?
- were a representative of Greenpeace International Organization?

LESSON 9

Hotel Staff Positions and Responsibilities

A. Reading

1. Read the text. How are the hotel staff positions categorized?

Staff positions in a hotel can vary greatly depending on the type of hotel. In general the staff can be placed into three different categories: administration, guest services and support staff. Administration positions range from managers to secretaries. Guest services are the staff that care for the guests directly e.g. maids, waiter/waitress and cooks. Finally, the support staff look after the hotel itself e.g. plumbers, gardeners, and electricians.

Managers have probably the biggest range of duties than that of any other member of staff you will meet. Their roles and responsibilities will depend on the size and type of hotel. Managing Directors tend to deal with the finance and staffing issues surrounding the hotel, while general managers have a more flexible list of duties, which could include working in any area of the hotel. General Managers tend to have job titles which will let you know which area of the hotel is their responsibility. For example, an Executive Housekeeper will be responsible for the smooth running of the guest rooms. Front Office Managers are responsible for guest reservations while the Restaurant Manager would be in charge of the food and drink provided by the hotel. Sometimes in larger hotels a Convention Manager would be employed to coordinate all activities relating to meetings, these will include meeting with the guests to ensure that the required schedule is correctly planned.

In many hotels managers will have a variety of assistants, whose job descriptions will usually depend on the hotel's size and its capacity. Usually it is the role of the Assistant Manager to employ and arrange the training of new staff, supervise staff and organise the running of their department, e.g. the ordering of supplies. In smaller hotels the Assistant Managers could find themselves filling the position of absent workers. For example, they might have to fill in for the valet and spend time running the valet parking while the usual valet is away. Or perhaps they might have to cover for a maid and prepare bedrooms for guests. Both managers and assistant managers could have a personal assistant and/or secretary. Their job will be to type the entire manager's correspondence and operate an organised filing system for any reports and data. This could even include confidential material about the running of the hotel or personal details about the staff.

A very popular form of employment in hotels is in the guest services departments. Unlike the managerial side of the hotel, the guest service workers do not necessarily require a degree or diploma before they start. Therefore, guest services positions are often seen as roles ideal for apprentices. Cashiers, doorman and receptionists are just a few of these jobs.

The biggest employers of a hotel are the housekeeping department and the food service department. A worker could be employed by the hotel as an apprentice in the kitchen but after a few years with hard work and perseverance could find themselves

as a Chef de Partie, running a section of the kitchen, or even a Head Chef in charge of the complete service of food and drink to the guests.

Any building that is used by the public has to be fit for the purpose, and this includes hotels which have Health and Safety Regulations that they need to adhere to. These regulations tend to come in a form of standards which should be found displayed in the hotel in full view of the public. To keep these standards at any good level then the hotel will need to employ a large variety of support staff; electricians, builders, carpet fitters and plumbers might be amongst the staff. Some smaller hotels, who cannot afford to keep these workers employed all the time, will contract out certain jobs, employing staff from outside of the hotel to complete essential maintenance work.

The quality and quantity of staff employed by each hotel will not only depend on the size and capacity of the hotel but also the prices charged. You would expect first class service if you were paying a high price and would expect all of your needs to be catered for when and where you required. Some hotels will have 24 hour room service and employ concierges, who will pamper to their guests every request. Other hotels will stop breakfast service at 9am and not serve lunch until 12pm. It all depends on how much a guest is willing to pay and/or what the hotel can feasibly provide.

2. Read the text again. Are the following statements true (T) or false (F) or not mentioned (N)?

1. In general the staff of the hotel can be placed into three different categories: administration, guest services and security staff.
2. The roles and responsibilities of the managers will depend on the size and type of hotel.
3. An Executive Housekeeper will be in charge for the smooth running of the guest reservations.
4. The Restaurant Manager would be responsible for the food and drink provided by the hotel.
5. In many hotels managers will have a variety of assistants, whose job descriptions will usually depend on the hotel's size and its capacity.
6. In smaller hotels the Assistant Managers could find substituting the missing workers.
7. Receptionists are typically responsible for everything from helping people make reservations to managing available rooms.
8. Waiters and waitresses are part of the administration.
9. Maids are the ones who prepare the bedrooms for guests.
10. Cashiers, doorman and receptionists are ideal roles to start as an apprentice.

3. Find the words and phrases in the text meaning the following.

1. department dealing with the important decision making and money handling - organizing staff and other resources
2. a private room contains at least one bed and is available to relax in during the day or sleep during the night-time

3. the total amount of guests a hotel can cater for at any given time
4. staff who deal with the immediate handling of money
5. experienced and qualified cooks who are usually in charge of starters and salads
- main courses and sweets
6. a person who pays to stay in a hotel - the staff must take care of them during their stay
7. a person who parks your car for you at a hotel or restaurant
8. the letters, emails, etc. a person sends and receives
9. staff who runs the cleaning and laundry aspects of a hotel
10. staff meal which is served at midday
11. staff who works in the housekeeping department or the kitchen - dealing with chores and laundry - and room service
12. staff who works in the lobby at a front desk and tell the guest which room they have booked and how to get there

4. Insert the missing positions in the chart

Administration	Support staff
Managing director	Cashiers	Plumbers
General
.....Housekeeper	Receptionist
Front Manager de	Builders
.....Manager	Partie
ConventionChef	
Assistant	Maids	
	

B. Language in Use

1. Match the synonymic adjectives.

- | | |
|----------------|---------------|
| administrative | liable |
| responsible | policy-making |
| flexible | entire |
| employed | attaching |
| relating | appropriate |
| required | regulatory |
| complete | individual |
| personal | engaged |
| managerial | attributed |
| charged | adjustable |

2. Dwell on the responsibilities of the professionals occupying / working as

1. administration positions in a hotel
2. guest services staff

3. support personnel

C. Communication

1. Answer the questions.

1. How do the managers' responsibilities differ in a hotel?
2. In what way does the job of an assistant of a manager depend on the hotel's size and its capacity?
3. Why are guest services positions often seen as roles ideal for apprentices?
4. What career may an apprentice in the kitchen make in a hotel?
5. What does the quality and quantity of staff employed by each hotel depend on?

2. Describe the responsibilities of at least three hotel positions and ask your partner to guess what job you mean.

LESSON 10

Restaurant Staff Positions and Responsibilities

A. Reading

1. Read the text. How are the restaurant staff positions categorized?

As with the hotel itself staff positions in the restaurant can vary greatly depending on the type of hotel. In general, the restaurant staff can be placed into two main categories: food preparation and service staff and drinks preparation and service staff.

Food preparation staff are staff that usually stay in the kitchen and prepare and cook the food. They might occasionally come out into the public restaurant if a customer has asked to see the chef, this could be to compliment the food or complain about a problem with the food.

The drinks preparation and service staff are those staff that take orders from the guests and/or carry those orders to the table e.g. waiters/waitresses and bartenders. Alcoholic drinks are usually prepared behind a drinks bar in the restaurant, while non alcoholic drinks, e.g. coffee and tea, are prepared in the kitchen in a special department called the Stillroom.

The drinks bar will need to hold a license to be able to serve alcoholic drinks and it must only serve alcoholic drinks to people that are over the legal limit. The legal limit is the age a guest has to be to buy an alcoholic drink; this age varies from country to country. All staff that serve alcoholic also need to be the correct age according to the country's legal limit. The bar could have a manager, bartenders/ barmaid and drinks waiters; this will depend on the size of the bar and the amount of customers it caters for.

The bar manager will have sole responsibility to ensure that the bar is well stocked with wines, beers and spirits and that the bar makes a profit from its sales. A bartender's/barmaid's job can vary from establishment to establishment. In some countries bartending can be a temporary job while earning extra money, e.g. a university student working in their spare time to fund their course and living expenses while away from home. In other circumstances a bartender can be a highly trained professional, who has to have the skills and knowledge to know and understand drink recipes e.g. making cocktails to customer's specifications and they will be expert in serving techniques, have vast knowledge on alcohol contents, correct gas mixes and licensing law. These bartenders will tend to work in the same bar over a period of years and develop good customer working relationships. The drinks waiters/waitresses are the staff that take orders from the customers, who are eating their meal, and then collect the drinks from the bar and deliver them to the customer. This can be a very challenging role as the customer could ask the waiter to recommend a drink. For example, the customer could want to know which would be the most suitable red wine to accompany the beef dish.

There is a vast range of food preparation staff that can be found in a hotel's kitchen. In a large establishment the kitchen staff tend to be organised into sections; starters and salads, main course and sweets.

The Head Chef will be responsible for the smooth running of the kitchen as a whole, while Chef de Parties will run each individual section. As with Chef de Partie there is a French term for most of the positions in a kitchen. The most commonly used ones are Chef de Cuisine (Head Chef), Sous Chef (Second or Deputy Chef), Commis Chef (assistant chef), Apprenti (Apprentice Chef) and Chef Pâtissier (Pastry chef).

These terms tend to be used in kitchen rather than the English terms even if the restaurant is in a country where English is the main language spoken. These staff will be qualified and experienced in their specialist department of the kitchen. There are many other ancillary personnel that can be found in a kitchen such as the Aboyeur (Kitchen Announcer sometimes called the Barker), Plongeur (the person who washes up the pots and pans), Commis de Cuisine (Porters) and of course the Serveurs (waiters/ waitresses).

As you can see from the amount of staff a restaurant could have, it can be a very busy place to work. One of the greatest advantages of working in a restaurant is that there is nearly always a role that will suit your requirements. If it is a temporary summer job that you are looking for then a bar or kitchen assistant's job will suit, but if you are looking for something more permanent then there are lots of specialist roles to choose from.

2. Read the text again. Are the following statements true (T) or false (F) or not mentioned (N)?

1. In general, the restaurant staff can be placed into two main categories: food preparation and service staff and beverages preparation and service staff.
2. Food preparation staff never come out into the public restaurant even if a customer has asked to see the chef.
3. Non alcoholic drinks, e.g. coffee and tea, are usually prepared behind a drinks bar in the restaurant.
4. In some countries bartending can be a non-long lasting job while earning extra money.
5. The drinks waiters/waitresses are the staff that take orders from the customers, who are eating their meal, and then collect the drinks from the bar and deliver them to the customer.
6. In a large establishment the kitchen staff tend to be organised into sections; appetizers and salads, main course and sweets.
7. The Head Chef will be responsible for each individual section, while Chef de Parties will run the kitchen as a whole.
8. There are many other ancillary personnel that can be found in a kitchen such as the Aboyeur (Kitchen Announcer sometimes called the Barker), Plongeur (the person who washes up the pots and pans), Commis de Cuisine (Porters) and of course the Serveurs (waiters/ waitresses).

9. Bear in mind that each and every restaurant position has its own specific duties and responsibilities that are crucial for the overall success of the whole business.
10. One of the greatest advantages of working in a restaurant is that there is nearly always a role that will suit your requirements.

3. Find the words and phrases in the text meaning the following.

1. a person who mixes and serves drinks at a bar
2. a skilled and trained cook who works in a hotel or restaurant, especially the most important cook
3. an official document that gives you permission to own, do, or use something, usually after you have paid money and/or taken a test
4. a man or woman whose job is to bring the food to customers at their tables in a restaurant
5. a special department where non-alcoholic drinks are made
6. a set of instructions telling you how to prepare and cook a particular food, including a list of what foods are needed for this
7. a small dish served as the first part of a meal
8. a cook who is in charge of one section of a kitchen in a restaurant
9. the second most important cook in a hotel or restaurant kitchen, who helps the chef
10. someone who helps someone else to do something
11. an action that expresses approval or respect
12. a person who advertises an activity at a public event by calling out to people who are walking past

4. Insert the missing positions in the chart.

Professional	Responsibility
.....	the smooth running of the kitchen
Bartender
Chef de Partie
.....	bringing the food to customers
Plongeur
.....	kitchen announcer
.....	making foods such as pastries, cakes, biscuits and desserts

B. Language in Use

1. Match the synonymic adjectives.

- | | |
|-----------|-------------|
| sole | packed |
| stocked | fitting |
| temporary | additional |
| extra | everlasting |

highly trained
challenging
suitable
smooth
ancillary
permanent

added
exclusive
well qualified
demanding
effortless
interim

2. Dwell on the responsibilities of the professionals working as

1. food preparation and service staff
2. drink preparation and service staff

C. Communication

1. Answer the questions.

1. What are the categories that the restaurant staff can be placed into?
2. When do food preparation staff come out into the public restaurant?
3. Where are alcoholic and non-alcoholic drinks are prepared?
4. What are the requirements for a bar to be able to serve alcoholic drinks to public?
5. How does a bartender's job vary from establishment to establishment?
6. Why may collecting orders from guests be challenging for a waiter?
7. What is the greatest advantage of working in a restaurant?

D. Describe the responsibilities of at least three restaurant positions and ask your partner to guess what job you mean.

REFERENCES

1. Электронный словарь [Электронный ресурс]. – Режим доступа: <https://www.linguee.ru>.
2. Электронный словарь [Электронный ресурс]. – Режим доступа: <http://www.ldoceonline.com>.
3. BBC Learning English – 6 Minute English [Electronic resource]. – Mode of Access: <https://www.bbc.co.uk/learningenglish/english/features/6-minute-english>
4. English for Hotels and Tourism [Electronic resource]. – Mode of Access: <https://www.english4hotels.com>.
5. Learn English Online [Electronic resource]. – Mode of Access: <https://learnenglish.britishcouncil.org>
6. Longman Active Study Dictionary of English / Ed. by S. Maingay. – London: Longman, 1991. - 784 p.
7. Oxford Advanced Learner's Dictionary / Seventh Edition. – Oxford : Oxford University Press, 2005. - 1780 p.
8. Resource site for English language teachers [Electronic resource]. – Mode of Access: <https://www.onestopenglish.com>.
9. WordNet [Electronic resource]. – Mode of Access: <http://dictionary.reference.com>.
10. Wordsmyth: The Premier Educational Dictionary [Electronic resource]. - Mode of Access: <http://www.wordsmyth.net/>