**Підсумковий семестровий контроль (залік)**

**з навчальної дисципліни "Іноземна мова за професійним спрямуванням"**

 **(1-й курс, 1-й семестр: Hotels)**

**здобувача вищої освіти 2-го (магістерського) рівня групи УТ-51**

**ПIБ: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Дата контролю: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Перевірив: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **Ознайомлений(а): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**1. Fill in the gaps of the welcome-letter with suitable words.**

**(1) \_\_\_\_\_\_\_\_\_\_\_ Ms Smith**

**We are (2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ that you have selected our hotel.**

**On (3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ of the entire team at the Hotel Ambassador, I extend you a very warm welcome and trust your (4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ with us will be both enjoyable and comfortable.**

**The hotel offers a selection of business services and facilities which are detailed in the booklet, placed on the desk in your (5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

**Should you require any (6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ or have any specific requirements, please do not (7) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to contact me on extension (9999).**

**With best (8) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,**

**Yours (9) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_,**

**Hotel (10) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**2. Fill in the blanks with appropriate words.**

11) If you want a room and all your meals cooked for you book \_\_\_\_\_\_\_\_\_ .

12) If you want a room but will be using local restaurants for lunch and dinner book \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

13) If you want a room plus breakfast and dinner in the hotel book \_\_\_\_\_\_\_\_\_\_ .

14) If you only want accommodation and no meals book \_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

13) If we pay for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ we'll have to return to the hotel to eat at lunch and dinner time. Let's pay for (14) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ instead and just have breakfast and evening dinner at the hotel.

15) I shared a room with some Italian students in the youth \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ I stayed in last year.
16) The room costs £ 25 for bed and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ so you will have to add the cost of your lunch and dinner as well.

17) The primary purpose of hotels is to provide travellers \_\_\_\_\_\_\_\_\_\_\_\_ shelter, food, refreshment.

Some goods and services are unavailable to people (18) \_\_\_\_ a journey away (19) \_\_\_\_\_\_\_ home.

20) Hotels are classified according \_\_\_\_\_\_\_\_\_\_various criteria.

21) Some airport hotels charge the guest \_\_\_\_\_\_\_\_\_ the hour.

22) Extended Stay Hotels are popular \_\_\_\_\_\_ business travellers on extended

(23)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, families in the midst of a relocation, and anyone else in need of temporary housing.

24) Conference and Convention Centres focus \_\_\_\_\_\_ meetings and conferences.

25) Budget hotels appeal primarily \_\_\_\_\_\_\_\_\_ budget-minded travellers.

**3. Fill in the blanks with appropriate words \ word combinations from the box**

|  |
| --- |
| on your left, go over, go along, to go right, cross over, in front of, reach, take, turn, go straight ahead, go past, opposite |

The easiest way to get to the Silk Restaurant is (26)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_from here and then (27)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_the second street (28)**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**. Then (29)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_the street until you (30)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ a junction. (31)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ left at the junction, and you'll be on a big road then. Then (32)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

You'll then come to a bridge, (33)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_the bridge. It is better to (34)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_the road after the bridge, there's a pedestrian crossing there. Then follow the road until you reach a big church, which is called York Minster. Take the road on your right which is (35)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_York Minster and then (36)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ the Minster.
Then take the first street on your left, then go up the road until the first street on your right and the Silk Cottage restaurant is there. (37)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a big building called the Treasurer's House.

**4. Suggest words described by the definitions below.**

(38) things for tourists to see and do \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(39) bags and suitcases packed with personal belongings \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(40) a staff member who helps guests with their luggage \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(41) staff members that clean the rooms and linen \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(42) a machine that automatically makes ice that guests can use to keep drinks cold \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(43) place for guests to swim inside the hotel \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(44) sheets, blankets, pillow cases \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(45) a device on wheels that guests can push their luggage on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(46) the most amount of people allowed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(47) the covering that goes over a pillow \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(48) delivery of food or other services requested by guests \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(49) a hot room for relaxation, filled with steam \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(50) staff that parks the guests' vehicles \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(51) a machine that distributes snacks and beverages when you insert coins \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

(52) a room that guests can use for exercise and fitness \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

**5. Write a single word synonym for each of these words / phrases.**

53) Given the sack: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ;

54) out of work: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ;

55) left the company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ;

56) given a better position in the company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ;

57) handed in an official notice that he was going to leave the company: \_\_\_\_\_\_\_\_\_\_\_\_\_\_ ;

58) annual pay increases: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  ;

59) monthly pay which goes directly into the bank account: \_\_\_\_\_\_\_\_\_\_\_ ;

60) daily or weekly pay, usually in cash: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ;

61) fringe benefits: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ ;

# 62) the total amount of money you receive in a year: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

63) free of charge \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

64) money a guest owes for repairs to hotel property (when caused by violent or careless acts) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

65) the place where guests go to check in and out and to get information \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

66) a person that is staying at the hotel \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

67) a fee for staying past the check-out time \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

68) cost of renting a room for a certain time period \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

69) a request to save a specific room for a future date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

70) available rooms \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

71) a morning phone call from the front desk, acts as an alarm clock \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

## 72) amount paid ahead of time to secure a reservation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_;

73) a piece of paper that guests display in the car window while in the hotel parking lot \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

6**. Choose the best answer.**

74) Can someone bring my bags up to my room?
 a)  I'll get someone to do that right away.
 b) I'll get the bags into your room.
 c)   Are you going to take the bags yourself?

75) Do you have valet parking?
   a) Yes, I'll get someone to park your car.
   b) Yes, you can park it in the parking lot around the corner.
   c) No, we don't have free parking.

76) Where can I get a taxi into the city?
  a) Yes, you can get there by taxi.
  b) I'll call you a cab/taxi.
  c) It's not too expensive.

77) Is there a restaurant nearby?
   a) There's a Chinese restaurant right across the street.
   b) There are many good restaurants in our city.
   c) Chinese food.

78) I don't want my sheets changed every day.
   a) There's a card you can put on your door handle to let the cleaning staff know.
   b) Yes, it's part of room service.
   c) The cleaning staff does that every day.

79) *Can you get someone to clean my room?*
   a) Yes, I'll get someone to do that right away.
   b) Yes, it was cleaned this morning.
   c) Yes, all of our rooms are always clean.

80) *Why was my credit card declined?*
   a) You can pay cash.
   b) I don't know. You'll have to contact your bank to get that information.
   c) No, we don't have free parking.

81) *Where is breakfast served?*
   a) Breakfast is included.
   b) We offer a breakfast buffet.
   c) In the hotel restaurant.

82) *We need some clean towels.*
   a) There is a shower in every room.
   b) The cleaning staff will pick up the dirty towels when they clean the room.
   c) I'll ask the cleaning staff to bring you some.

83) *How much are the small bottles of brandy in the mini-bar?*
  a) I'll get more sent up right away.
   b) They are $10 each.
   c) There are 10 small bottles in each mini-bar.

**7. Complete the sentences with appropriate words.**

84) Do I have to pay for this? – No, our resort provides this free-of-\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
85) Breakfast is \_\_\_\_\_\_\_\_\_\_\_from 7:00 am to 11:00 am in the hotel restaurant.
86) Each room comes with an electric fireplace and a private \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ overlooking the ocean.

 87) Each suite comes with a \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ where you can store all your valuables.
88) The reception desk is often referred to as \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ desk.

89) This suite \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ up to 5 people.

90) If you like, I can have your dry cleaning picked up and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ to you later.

91) During peak season you should book our suites well in \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

92) Would you like a room with one double bed or two \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ beds?

93) We \_\_\_\_\_\_\_\_\_\_\_\_ you an additional $ 5 for the long-distance calls that you made.

 94) There is a fitness centre on the ground \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

 95) To get to the room, you can use either the elevator or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ .

**8. Choose the correct item.**

96) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ are people who own or manage hotels.

a) Hoteliers b) Managers c) Chiefs

97) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ staff are people whose job is to keep things in good condition or good working order.

a) Maintenance b) Support c) Assistance

98) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a woman whose job is to clean and tidy hotel bedrooms.

a) Lady's maid b) Housemaid c) Chambermaid

99) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a group of customers or guests.

a) Clientage b) Clientele c) Patronage

100) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ is a person employed to carry luggage, parcels, supplies, etc. at a hotel.

a) Door person b) Porter c) Supplier