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| бюджетное профессиональное образовательное учреждение Вологодской области «Вологодский колледж технологии и дизайна»  УТВЕРЖДЕНО  приказом директора  БПОУ ВО «Вологодский колледж технологии и дизайна»  от 22.06.2023 № 514  **МЕТОДИЧЕСКИЕ РЕКОМЕНДАЦИИ**  **ПО ПРОВЕДЕНИЮ ПРАКТИЧЕСКИХ ЗАНЯТИЙ**  **по учебной дисциплине**  **МДК. 03.02 Иностранный язык в сфере профессиональной коммуникации для выполнения обязанностей горничной**  специальность  43.02.16 Туризм и гостеприимство  Вологда  2023  Методические рекомендации составлены в соответствии с ФГОС среднего общего образования и рабочей программой учебного дисциплины МДК. 03.02 Иностранный язык в сфере профессиональной коммуникации для выполнения обязанностей горничной.  Организация-разработчик: БПОУ ВО «Вологодский колледж технологии и дизайна».  Разработчик:  Каменская А.А., преподаватель БПОУ ВО «Вологодский колледж технологии и дизайна».  Рассмотрено и рекомендовано к утверждению и использованию в образовательном процессе на заседании предметной цикловой комиссии БОУ СПО ВО «Вологодский колледж технологии и дизайна», протокол № от 11 от 13.06.2023 г.   |  | | --- | | Пояснительная записка **Практические занятия** - одна из важнейших форм контроля самостоятельной работой обучающихся над учебным материалом, качеством его усвоения. Готовясь к практическим занятиям, обучающиеся должны изучить рекомендованную литературу: первоисточники, соответствующие разделы учебников, учебных пособий, конспекты лекций и т.д.  **Цель практических занятий –** формирование практических умений: выполнение определённых действий, операций, необходимых в последующей профессиональной или учебной деятельности. В связи с этим содержанием практических занятий является решение задач, выполнение вычислений, расчётов, работа с литературой, работа с лекциями, справочниками, инструкциями. Выполнению практических занятий может предшествовать проверка знаний обучающихся, их теоретической готовности к выполнению заданий.  **Формы** организации деятельности обучающихся на практических занятиях могут быть: индивидуальная и (или) групповая.  **Планируемые результаты освоения учебного предмета**  Освоение содержания учебной дисциплины обеспечивает достижение следующих результатов:  ОК 02. Использовать современные средства поиска, анализа и интерпретации информации и информационные технологии для выполнения задач профессиональной деятельности;  ОК 03. Планировать и реализовывать собственное профессиональное и личностное развитие, предпринимательскую деятельность в профессиональной сфере, использовать знания по правовой и финансовой грамотности в различных жизненных ситуациях;  ОК 04. Эффективно взаимодействовать и работать в коллективе и команде;  ОК 06. Проявлять гражданско-патриотическую позицию, демонстрировать осознанное поведение на основе традиционных российских духовно-нравственных ценностей, в том числе с учетом гармонизации межнациональных и межрелигиозных отношений, применять стандарты антикоррупционного поведения;  ОК 09. Пользоваться профессиональной документацией на государственном и иностранном языках.  ПК 3.1. Уборка номерного фонда гостиничных комплексов и иных средств размещения  ПК 3.2.Планирование, организация и контроль текущей деятельности бригады горничных в гостиничных комплексах и иных средствах размещения  **Критерии оценки результатов практической работы студентов:**   * уровень освоения студентом учебного материала; * умение студента использовать теоретические знания при выполнении практических задач; * сформированность общеучебных умений; * обоснованность и четкость изложения ответа; * четкое и правильное выполнение заданий.   **Критерии оценки результатов работы обучающихся:**  В основу критериев оценок положены психолингвистические свойства устной речи. Все речевые умения монологической речи проверяются комплексно.  *Баллом «5»* (отлично) можно оценить монологическую речь обучающегося, если он:   1. владеет умением правильно использовать комплекс изученных речевых образцов в высказывании. 2. обладает умением в логической последовательности излагать мысли, соблюдая соответствующие связи смежных предложений в высказывании. 3. умеет отразить в речи основные понятия и факты действительности, правильно оформленные с точки зрения норм языка. 4. умеет составить рассказ, достаточно полно отражающий содержание ситуации, имеющий законченный по смыслу характер, при темпе речи, который равен темпу речи обучающегося на родном языке.   *Баллом «4»* (хорошо) можно оценить монологическую речь обучающегося, если он:  1. обладает умением употреблять изученные речевые образцы для того, чтобы правильно выразить мысль в рассказе.  2. обладает умением в основном правильно с точки зрения смысла и логики строить высказывание, используя различные смысловые связи и речевые образцы.  3. умеет создать рассказ, имеющий законченный смысл, вполне удовлетворительно отражающий содержание ситуации.  4. владеет темпом речи, который приближается к нормальному темпу речи обучающегося на родном языке.  *Баллом «3» (удовлетворительно)* можно оценит монологическую речь обучающегося, если он:   1. обладает умением выразить основную мысль в своем высказывании с помощью нескольких речевых образцов в соответствии с содержанием ситуации. 2. умеет отразить основные понятия и факты действительности. При этом допускаются нарушения в смысловых связях между предложениями и в нормах языка. 3. владеет умением отразить простейшие связи смежных предложений. 4. обладает темпом речи несколько ниже темпа речи обучающегося на родном языке.   Все ответы обучающегося ниже нормы на оценку «3» должны оцениваться неудовлетворительной отметкой. |   **Перечень практических занятий**   |  |  |  | | --- | --- | --- | |  | Наименование тем, содержание материала | Кол-во часов | |  | **Тема 1.1. Организация административно- хозяйственной службы гостиницы, работы горничной** |  | | 1-2 | АХС средства размещения: структура. Введение, тренировка использования в речи нле по теме. | 2 | | 3-4 | АХС средства размещения: обязанности сотрудников. Введение, тренировка использования в речи нле по теме. | 2 | | 5-6 | АХС средства размещения. Работа с текстом, выполнение лексико-грамматических упражнений. | 2 | | 7-8 | Должностные обязанности горничной. Выполнение лексико-грамматических упражнений. | 2 | | 9-10 | Внешний вид и культура поведения горничной. Выполнение лексико-грамматических упражнений. | 2 | |  | **Тема 1.2. Подготовка и выполнения отдельных видов работ** |  | | 11-12 | Инвентарь, оборудование, средства для уборки. Введение, тренировка использования в речи новых лексических единиц по теме. | 2 | | 1314 | Технология уборки номеров. Работа с текстом. | 2 | | 15-16 | Различные типы номеров. Введение, тренировка использования в речи новых лексических единиц по теме. | 2 | | 17-18 | Номера категории стандарт. Выполнение лексико-грамматических упражнений. | 2 | | 19-20 | Номера категории стандарт улучшенный. Выполнение лексико-грамматических упражнений. | 2 | | 21-22 | Номера категории полулюкс и люкс. Работа с текстом. Выполнение лексико-грамматических упражнений. | 2 | | 23-24 | Различные типы номеров. Работа с диалогами. | 2 | | 25-26 | Оснащение гостиничного номера. Введение, тренировка использования в речи новых лексических единиц по теме. | 2 | | 27-28 | Оснащение гостиничного номера. Работа с диалогами. | 2 | | 29-30 | Оснащение ванной комнаты. Введение, тренировка использования в речи новых лексических единиц по теме. | 2 | | 31-32 | Помещения общего пользования гостиницы. Введение, тренировка использования в речи новых лексических единиц по теме. Работа с диалогами. | 2 | | 33-34 | Соблюдение мер безопасности при уборке. Работа с текстом | 2 | |  | **Тема 1.3. Система менеджмента качества** |  | | 35-36 | Основные технологические документы службы.Введение, тренировка использования в речи новых лексических единиц по теме. | 2 | | 37-38 | Ведение различных видов записей горничными во время смены. Практика письменной речи. | 2 | | 39-40 | Жалобы гостей отеля. Введение, тренировка использования в речи новых лексических единиц по теме. | 2 | | 41-42 | Реагирование на жалобы. Работа с диалогами. | 2 | |

**Тема 1.1. Организация административно-хозяйственной службы гостиницы, работы горничной**

**Практическая работа 1,2**

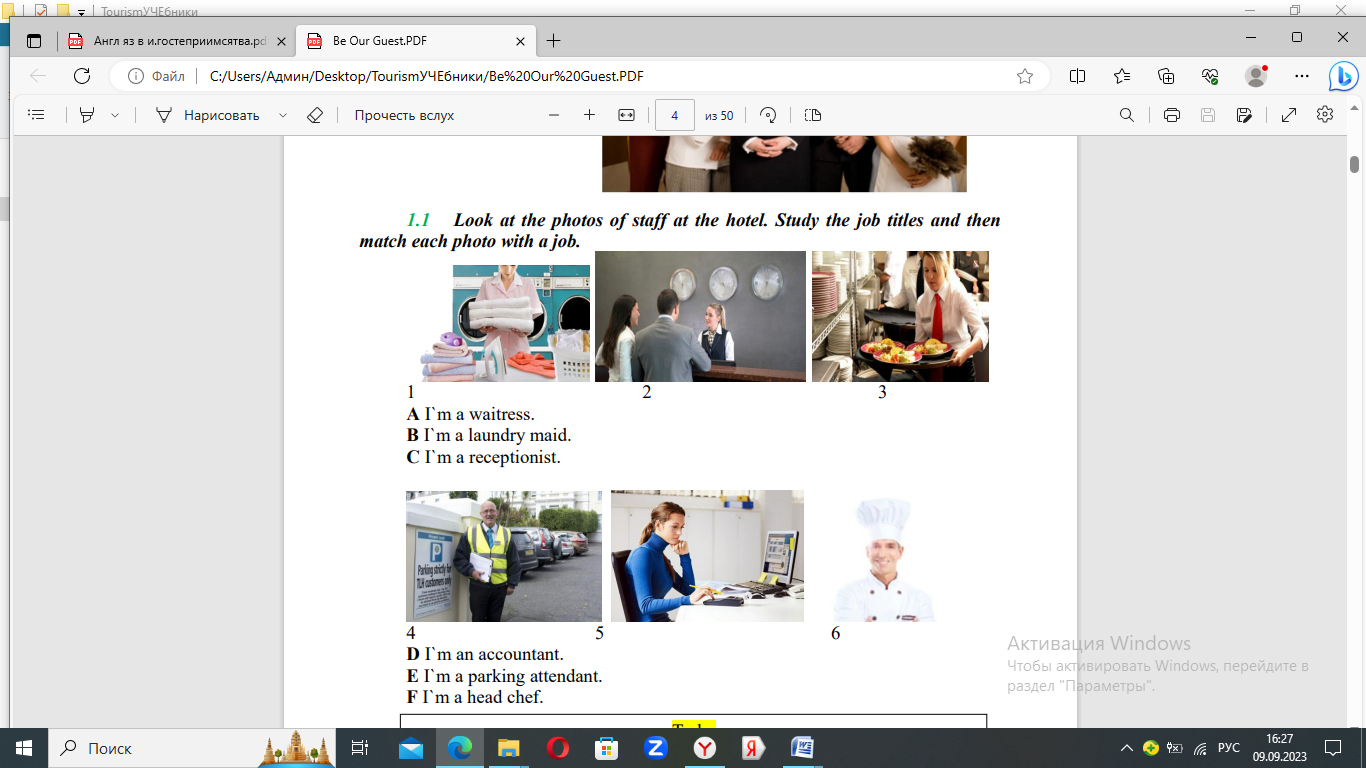
**Тема:** АХС средства размещения: структура.

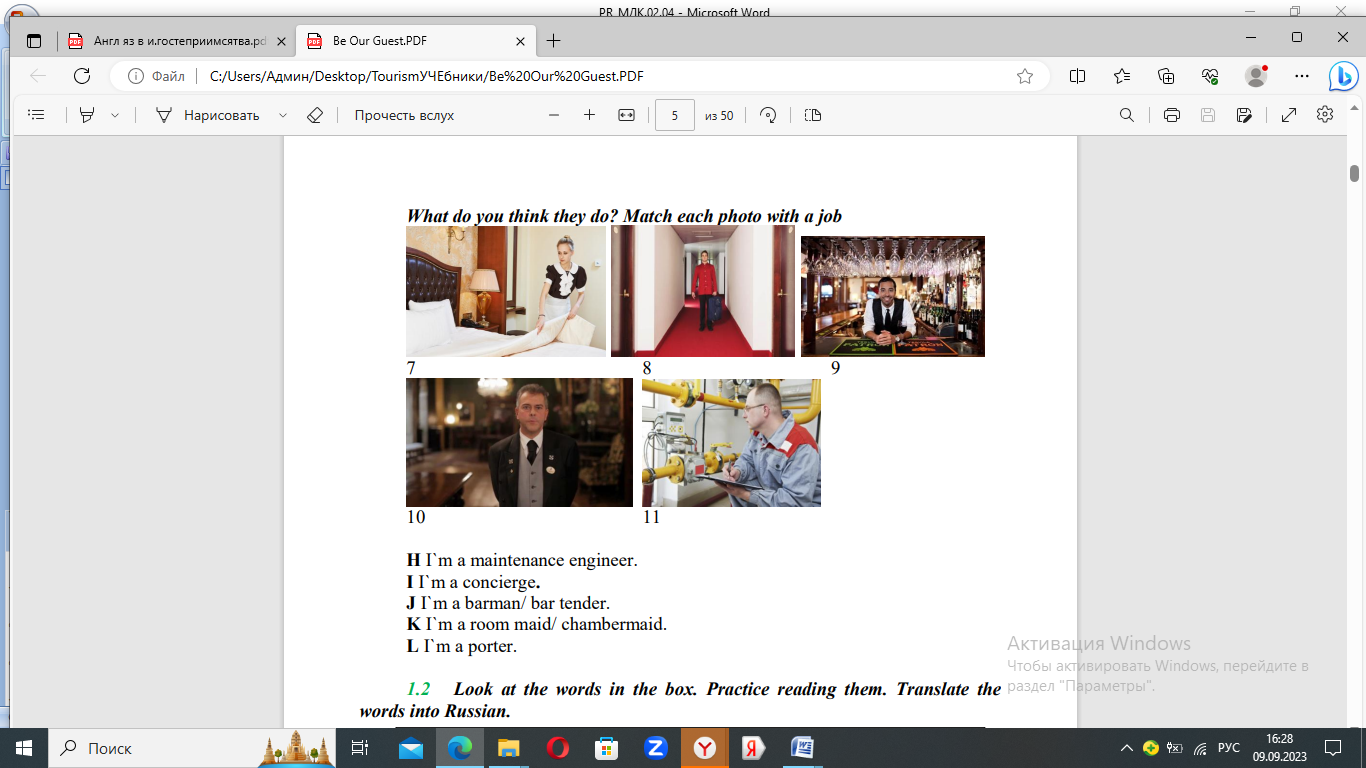
**Цель:** введение и первичное закрепление лексики по теме, развитие навыков перевода

**Количество часов: 2**

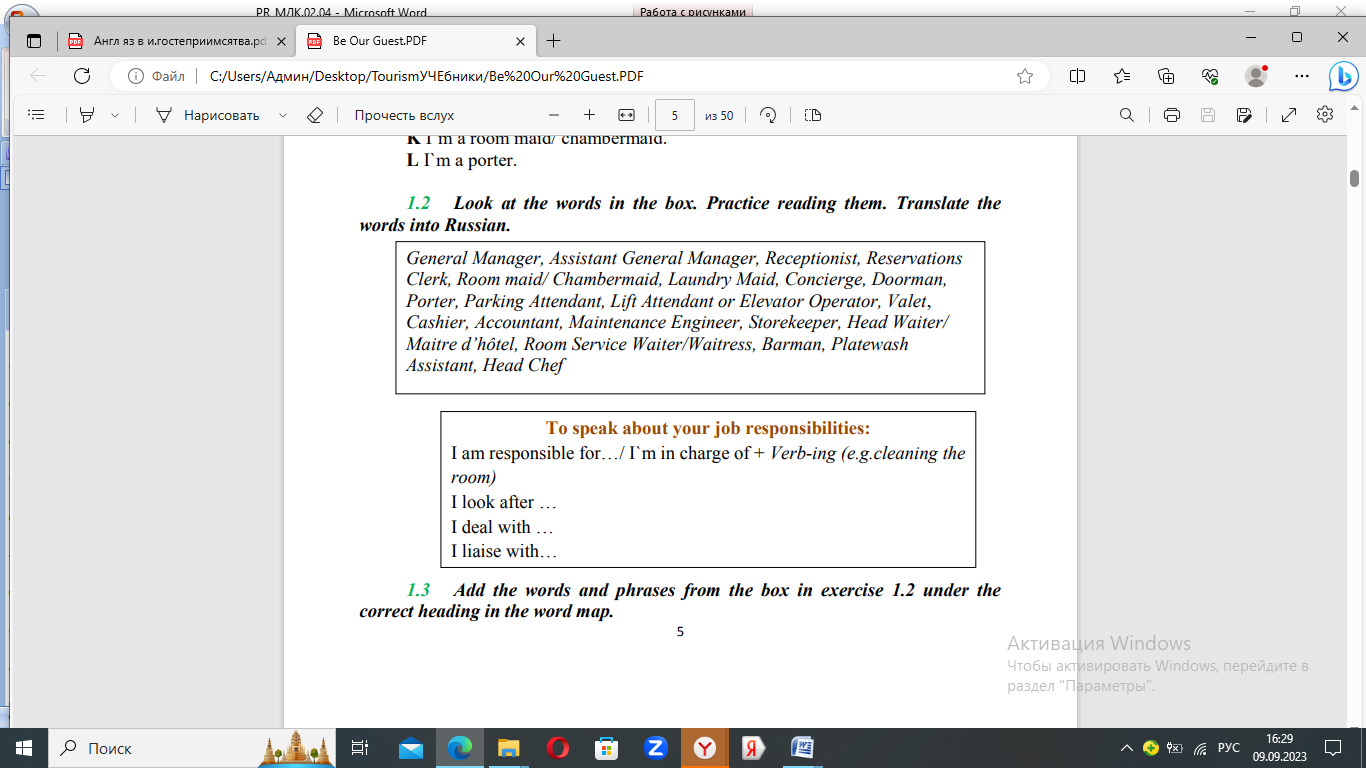
**Ход работы:**

**Задание 1:**





**Задание 2.**

****

**Задание 3.** Here are some jobs and duties. Match the jobs and duties of employees in a hotel.

*General Manager, maintenance engineer, receptionist, room maid, laundry maid*

1.to take reservations by phone, to cancel reservations, to check-in and checkout guests;

2. to make a bed, to strip linen off each bed, to vacuum the floors;

3.to prepare a yearly budget, to hire new staff, to solve every-day problems;

4.to do the laundry, to wash, to dry, to fold all linens;

5.to change light bulbs, to fix and replace electric wiring, to fix air conditioning.

**Практическая работа 3,4**

**Тема:** АХС средства размещения: обязанности сотрудников

**Цель:** развитие навыков перевода

**Количество часов: 2**

**Ход работы:**

**Задание 1. Think and answer**

*What is the role of housekeeping in a hotel from your point of view?*

**Задание 2. Read the text**

**The Housekeeping profession**

Since people have always traveled there has always been a need for housekeepers and hospitality. The function of housekeepers has changed over the years, from doing specific tasks to managing the people, material, and other resources required for task accomplishment.

Over the last 30 years the profession of executive housekeeping has passed from the realm of art to that of scientific management. Previously, professional housekeepers learned technical skills related to keeping a clean house. Now, the executive housekeeper and other housekeeping supervisory personnel are not only learning how to do such work but also how to plan, organize, staff, direct, and control housekeeping operations. They are learning how to inspire others to accomplish this with a high degree of quality, concern, and commitment to efficiency and cost control.

**Origins of Hospitality and Housekeeping**

Hospitality is the cordial and generous reception and entertainment of guests or strangers, either socially or commercially. From this definition we get the feeling of the open house and the host with open arms, of a place in which people can be cared for. Regardless of the reasons people go to a home away from home, they will need care. They will need a clean and comfortable place to rest or sleep, food service, an area for socializing and meeting other people,access to stores and shops, and secure surroundings.

**Creating Proper Attitudes**

Professional housekeeping requires a staff with a sense of pride. Housekeeping staffs must show concern for guests, which will make the guests want to return—the basic ingredient for growth in occupancy and success in the hotel business.Such pride is best measured by the degree to which the individual maids (guestroom attendants or section housekeepers) say to guests through their attitude,concern, and demeanor, “Welcome, we are glad you chose to stay with us. We care about you and want your visit to be a memorable occasion. If anything is not quite right, please let us know in order that we might take care of the problem immediately.”

A prime responsibility of the executive housekeeper is to develop this concern in the staff; it is just as important as the other functions of cleaning bathrooms, making beds, and making rooms ready for occupancy. Throughout this text, we present techniques for developing such attitudes in housekeeping staffs.

**Задание 3. Answer the questions.**

1. How has the function of housekeepers changed over the years?
2. What are executive housekeepers learning now?
3. What is the definition for hospitality? How do you understand it?
4. What do people usually need when they come to a hotel?
5. What must housekeeping staff show in their work and why?
6. What members of housekeepingstaff were mentioned in the text?
7. What phases can help hotel staff show their attitude and concern?
8. What is a prime responsibility of an executive housekeeper?
9. What are main functions of housekeeping staff?

**Задание 4. Translate from English into Russian.**

1. task accomplishment
2. technical skills
3. supervisory personnel
4. high degree of quality
5. commitment to efficiency
6. cost control
7. generous reception
8. feeling of the open house
9. host with open arms
10. area for socialising
11. access to stores and shops
12. secure surrounding
13. sense of pride
14. growth in occupancy

**Задание 5. Complete the sentences with the appropriate words.**

1. Housekeeping staff must show \_\_\_\_\_\_\_\_\_ for guests, which will make the guests want \_\_\_\_\_\_\_\_.
2. Essential functions of housekeeping staff are cleaning bathrooms, \_\_\_\_\_\_\_ beds, and making rooms ready for \_\_\_\_\_\_\_\_\_.
3. Hospitality is the cordial and generous \_\_\_\_\_\_\_\_ and \_\_\_\_\_\_\_\_\_ of guests or strangers, either socially or commercially.
4. Guests will need a clean and comfortable place to rest and sleep, food \_\_\_\_\_\_\_, an area for \_\_\_\_\_\_\_\_\_ and meeting other people, \_\_\_\_\_\_\_\_ to stores and shops and secure \_\_\_\_\_\_\_\_\_.
5. The functionof housekeepers has changed over the years, from \_\_\_\_\_\_\_ specific tasks to \_\_\_\_\_\_\_\_ the people, material, and other \_\_\_\_\_\_\_ required for task \_\_\_\_\_\_\_\_\_.
6. “Welcome, we are glad you chose \_\_\_\_\_\_ with us.”
7. “If anything is not quite right, please let us \_\_\_\_\_\_\_ in order that we might \_\_\_\_ \_\_\_\_\_ of the problem immediately.

**Практическая работа 5,6**

**Тема:** АХС средства размещения.

**Цель:** развитие навыковговорения

**Количество часов: 2**

**Ход работы:**

**Задание 1:** .Прочитайте текст и ответьте на вопросы

 Hotelier                                 — the owner of a hotel

General Manager                    — controls the work of a hotel

House Manager                      — is responsible for Personnel, Sales, Resident, purchasing, accounts and F & B department

Resident Manager                  — controls Front-of-House operations and Housekeeping, and their                cooperation

Front Office Manager            — supervises Front-of-House operations, work together with Head Receptionist

Head Receptionist                  — is the assistant of the Front-Office Manager. He / she looks after the reception area; has a good deal of contact with both staff & guests. Together with Front Office Manager is concerned with guests‘ comfort and security and gets involved in training and staff development

Head Housekeeper              — supervises Housekeeping operations

Housekeeper                       —  is submitted to Head Housekeeper, gives orders to the chambermaids cleaners and porters

Concierge                           — provides for guests‘ needs and special requests; is responsible for the safe delivery of mail and packages; makes theatre booking; organizes tours, makes travel arrangements

Night porter                — is on duty at nights

Front Office porters    — carry luggage from the car to the reception area

Porters / bellhops — carry luggage from the receptionists to the room

Cleaners                      — clean the premises[[H1]](https://mcoip.ru/Users/5%D0%91/Desktop/%D0%A3%D0%9C%D0%9A%20%D0%9C%D0%94%D0%9A%2001.docx" \l "_msocom_1)

Chambermaids            — clean the guestrooms, make beds; make sure that everything looks right

Receptionist                — welcomes guests; checks in and out guests; gives room keys

Personnel Director(Officer)    — hires & fires employees; conducts job interviews; generally looks after the staff

Advance Reservations Clerk   — makes reservations by phone or fax

Banqueting manager               — organizes different parties and functions

page boy                                 — a boy for petty errands

Conference coordinator         — is responsible for organizing conferences

Cashier                                   — prepares guests‘ bills

Enquiry clerk                         — gives information at the enquiry desk or by phone

Carpenter                                — repairs wooden things

Plumber                                  — repairs water-pipes, tanks, etc. in buildings

Questions

1. What is the owner of a hotel called?

2. What do we call a person who controls the work of a hotel?

3. What is House Manager responsible for?

4. What operations does Resident Manager supervise?

5. What is Head Receptionist in charge of?

6. Which of the hotel staff supervises Housekeeping operations?

7. What are the duties of a concierge?

8. What do we call the person who carries luggage from the car to the reception area?

9. Which staff member carries luggage from the receptionists to the room?

10.Whose job is it to clean the premises?

11.What do chambermaids do?

12.What are the duties of a receptionist?

13.What are the job responsibilities of Personnel Director (Officer)?

14.What is an advance reservation clerk responsible for?

15.Which staff member organizes different parties?

16.Which staff member is responsible for organizing conferences?

17.What things does a carpenter repair?

18.What do we call a person who repairs water-pipes, tanks, etc. in buildings?

**2.      Чтение и перевод текста “At the Front Desk”**

         Hello. Welcome to the hotel. We have everything ready for you. You’ve already checked in online, so first let me tell you about your room. You’ve    ordered the deluxe room and it comes with one large king size bed, and in your room we have a work area with a desk and chair. Luckily for you, this room has just been remodeled so it has new furniture and new wallpaper, so it looks really nice so you’ll have one of your premium rooms.

 OK, here is your room key. As you can see this is a modern key, so what you need to do with this is slide this into the door and slide the key into the door with the holes facing the door and you’ll see a light come on and it will unlock the door, so that’s how you get in the room.

Also, for all guests we offer one free, complimentary beverage at the bar, so the bar is located outside of the hotel by the pool. It’s also near the beach, so take this down to the bar outside, and you can get your free drink.

Also, part of your hotel package, you have a free breakfast and your breakfast is the super healthy pack, which comes with an egg, and fruit and your choice of beverage as well.

Oh, one more thing, I forgot to mention, in your room, you are only on the third floor and your bathtub is by the window, so if you take a bath be sure to close the blinds because people can see you in the bathtub because it’s so close to the window, so please remember that.

 And lastly, the room attendants will come by to clean your room usually at around 10 o’clock, so they’ll come by, give you fresh towels, clean up the room. If you do not want your room cleaned at that time please call down and tell somebody and we can postpone it for later.

OK, thank you very much. I hope you enjoy your stay and thanks for checking in.

Answer the following questions.

1) What is in the room?

2) How do you open the door?

 3) How many complimentary beverages do they offer?

 4) What does breakfast cost?

 5) Before taking a bath, you should \_\_\_\_\_\_\_.

 6) What time will your room be closed?

**Практическая работа 7-8**

**Тема:** Должностные обязанности горничной.

**Цель:** развитие навыков чтения, перевода

**Количество часов: 2**

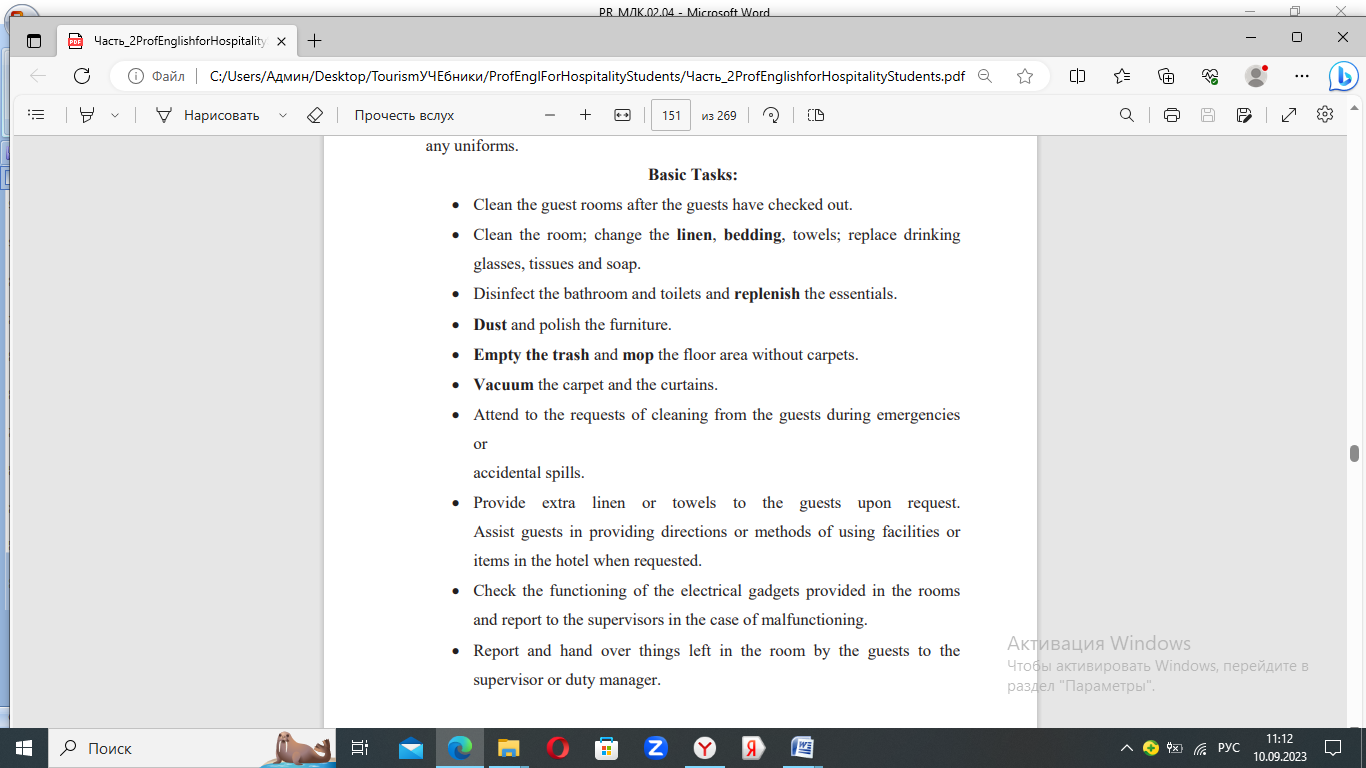
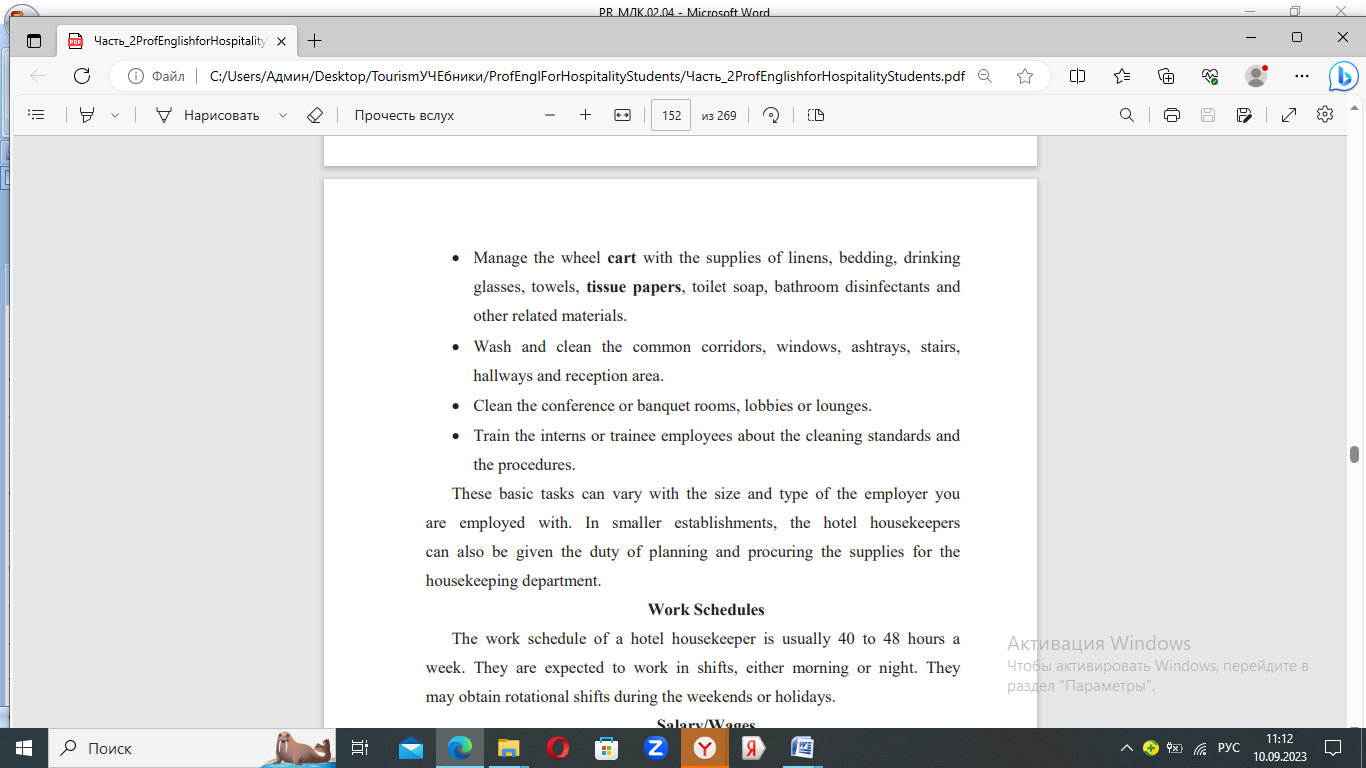
**Ход работы:**

**Задание 1. Read and translate** **the text, put questions to it.**

**HOUSEKEEPING**

This department is in charge of the general cleanliness of the hotel. It provides cleaning materials, bed linens, paper products, stationary, etc. It is also responsible for laundry, dry cleaning and ironing services and handles storage supplies. The staff members in charge of this department are: the **Executive or Head Housekeeper** who is responsible for the smooth running of the department. She supervises the work of chambermaids and housemen.

The **Chambermaids** whose job is cleaning and caring for the guest rooms. Housemen and Assistants help in performing various chores such as collecting dirty linen, hoovering carpets, polishing mirrors, etc.

**Практическая работа 9-10**

**Тема:** Внешний вид и культура поведения горничной.

**Цель:** развитие диалогических навыков

**Количество часов: 2**

**Ход работы:**

**Задание: Read the text and answer the questions**

**The hotel dress code**

There are many different options from which the client chooses the hotel. These include: location, interior, price category. But, most often, in the customer reviews mentioned the staff, because the staff can make the customer's stay pleasant, or spoil the impression. Uniforms for hotels, primarily starts with the doorman. His suit must have the proper form, less be influenced by time and fashion. Often, this suit historically.

The suit carrier is performed in the same style as that of the doorman, but he's not quite rigorous, wear-resistant and not easily soiled. After visitors are greeted by the porter, who wears a classic suit, a valid custom ties, scarves, decorative buttons. Preferably in the form of to use a plain fabric, this blends in with the color scheme of the interior. Uniforms for hotels, with clear stylistic bias are an exception, and the suit can be picked up in a nautical theme, the theme of the 18th century and etc. A very large variety in uniforms for hotels, you can notice maids, which was required by staff in these buildings. Most often the maid costume consists of 2 or 3 items (coat – apron, blouse – skirt, sundress), which must be clean and be made of non-marking fabric with contrasting bright trim.

But uniforms for hotels never end on the maids, because there is cleaner. Suit cleaners must be free, simple, no bright details and frills. Mainly used for uniforms fabric made of wool mixture, with 100% polyester, as these fabrics do not crease, nice body, have high wear resistance, good hygienic properties and are well tolerated washing.

**Ответить на вопросы.**

1) From which options does client choose the hotel?

2) From what the employee of hotels do uniforms start?

3) What should be the suit of the doorman?

4) What should be the suit of the carrier?

5) Who has a large variety of uniforms in the hotel?

6) What does the maid costume consist of?

9

7) What should be the suit of the cleaners?

8) What kind of fabric used for uniforms?

**Задание 2. Retell the text.**

# Hotel standards allow to maintain high quality of service

Standards are an essential part of service excellence at chain hotels and at an exclusive one. Unique hotel service is based on standards. The hotels guests’ happiness and company’s prosperity are both dependent on well-organized team work.

**Every member of the hotel team follows the standards:**

1. Respect and appreciate every guest.
2. Keep smiling broadly and sincerely.
3. Try his/her best to create cozy atmosphere, comfortable for every guest.
4. Provide the guest with the most accurate information and precise data on every question and situation.
5. Try to settle all the questions and requests before the guests leave the hotel.
6. Make own suggestions on service improvement.
7. Render to the guests a high quality service: attentive, effective, and individually-centered, with “little unexpected extra”.
8. Communicate in person, give all the possible attention to a guest, and make him/her feel at home.
9. Anticipate guests’ wishes and foresee their needs.
10. In case of complaint be ready to take every possible measure to solve the problem.
11. Settle the questions and requests quickly and definitely, taking into account all the details and guest’s wishes.
12. Show professional excellence, stay calm under any circumstances and handle the situation.
13. Understand the importance of high quality service rendered to all guests: foreign and domestic.
14. Communicate both in Russian and in a guest’s language (English is a must, the second foreign language is welcome).
15. Constantly develop skills and enhance professional knowledge in the service industry.

**Тема 1.2. Подготовка и выполнения отдельных видов работ**

**Практическая работа 11-14**

**Тема:** Инвентарь, оборудование, средства для уборки. Технология уборки номеров.

**Цель:** развитие навыков говорения, чтения

**Количество часов: 4**

**Ход работы:**

**Задание 1. Write the Russian equivalents of the following cleaning and equipment supplies:**

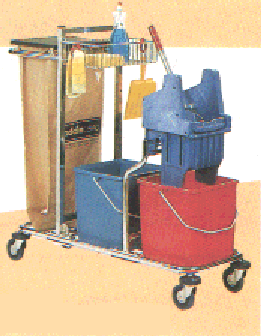
|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1. air freshener 2. broom 3. brush 4. bucket 5. carpet sweeper 6. cart 7. chemicals 8. deodorant 9. detergent 10. disinfectant 11. dust cloth 12. dust pan 13. furniture polish | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | 1. linen trolley 2. mop bucket 3. paper towel 4. rug cleaner 5. scouring pad 6. silver polish 7. soap 8. stripper 9. trolley 10. upholstery cleaner 11. vacuum cleaner 12. window cleaner 13. wringer | **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |  |

**Задание 2. Put the items below in the appropriate box**

advertising material, aprons, blanket covers, blankets, booking forms, brochures, business cards, cots, educational materials, greeting cards, mailers, mattress pads, mattresses, menu order forms, menus, napkins, newsletters, pillowcases, pillows, presentations & proposals, printer paper, quilts, registration forms, sheets, single use napkins, tablecloths, towels

|  |  |  |
| --- | --- | --- |
| Bed and Bedding | Stationary & Paper Products | Linen Supplies |

**Задание 3. Refer to Housekeeping and answer the following questions:**

Maid Cart

Cleaning Trolley

What's the main product offered by the accommodation industry?

Which staff members belong to the housekeeping department?

What are the main tasks of a chambermaid?

What do linen supplies comprise?

Who's responsible for keeping the hotel clean and supplying linen?

**2. Give definitions to the following words. Make use of a monolingual dictionary if you need to.**

*Product ..........................................................................................*

*service ..........................................................................................*

*executive ..........................................................................................*

*stationary ..........................................................................................*

*linens ..........................................................................................*

**Задание 4. Write individual items concerning the following categories of products:**

Stationary & Paper Products

Bed & Bedding

Linen Supplies

Cleaning Materials

**Практическая работа 15-16**

**Тема:** Различные типы номеров.

**Цель:** развитие навыков чтения, перевода

**Количество часов: 8**

**Ход работы:**

**Задание 1: Read, translate, retell the text**

**Types of Hotel Rooms**

* **Single Room −** A room with the facility of single bed. It is meant for single occupancy. It has an attached bathroom, a small dressing table, a small bedside table, and a small writing table. Sometimes it has a single chair too.
* **Double Room −** A room with the facility of double bed. There are two variants in this type depending upon the size of the bed
  + King Double Room (with king size double bed)
  + Queen Double Room (with queen size double bed)

It is equipped with adequate furniture such as dressing table and a writing table, a TV, and a small fridge.



* **Deluxe Room −** They are available in Single Deluxe and Double Deluxe variants. Deluxe room is well furnished. Some amenities are attached bathroom, a dressing table, a bedside table, a small writing table, a TV, and a small fridge. The floor is covered with carpet and most suitable for small families.
* **Double-Double (Twin Double) Room −** This room provides two double beds with separate headboards. It is ideal for a family with two children below 12 years.
* **Twin Room −** This room provides two single beds with separate headboards. It is meant for two independent people. It also has a single bedside table shared between the two beds.



* **Hollywood Twin Room −** This room provides two single beds with a common headboard. If a need arises, the two beds can be brought together to form a double bed.
* **Duplex Room −** This type is composed of two rooms located on two different floors, connected with internal stairs.
* **Cabana −** This type of room faces water body, beach, or a swimming pool. It generally has a large balcony.

**Практическая работа 17-20**

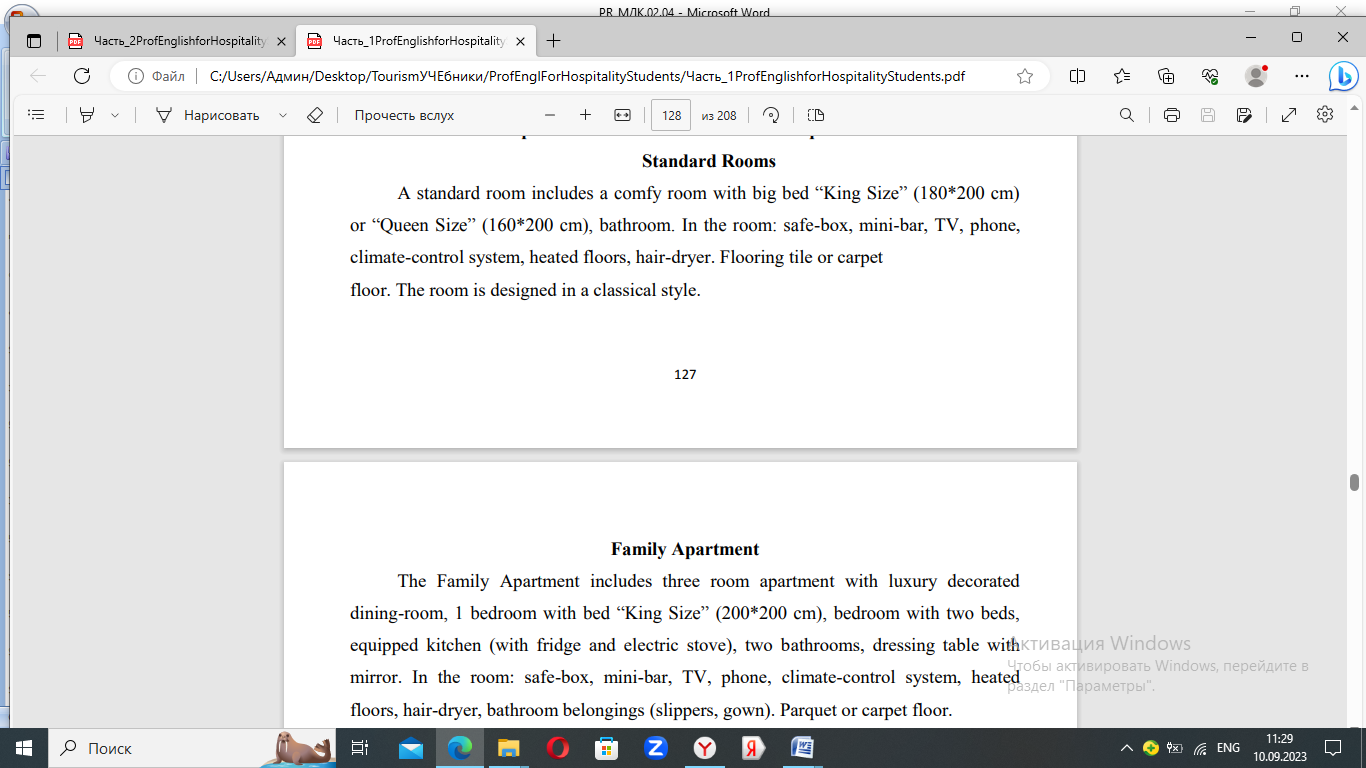
**Тема:** Номера категории стандарт. Номера категории стандарт улучшенный.

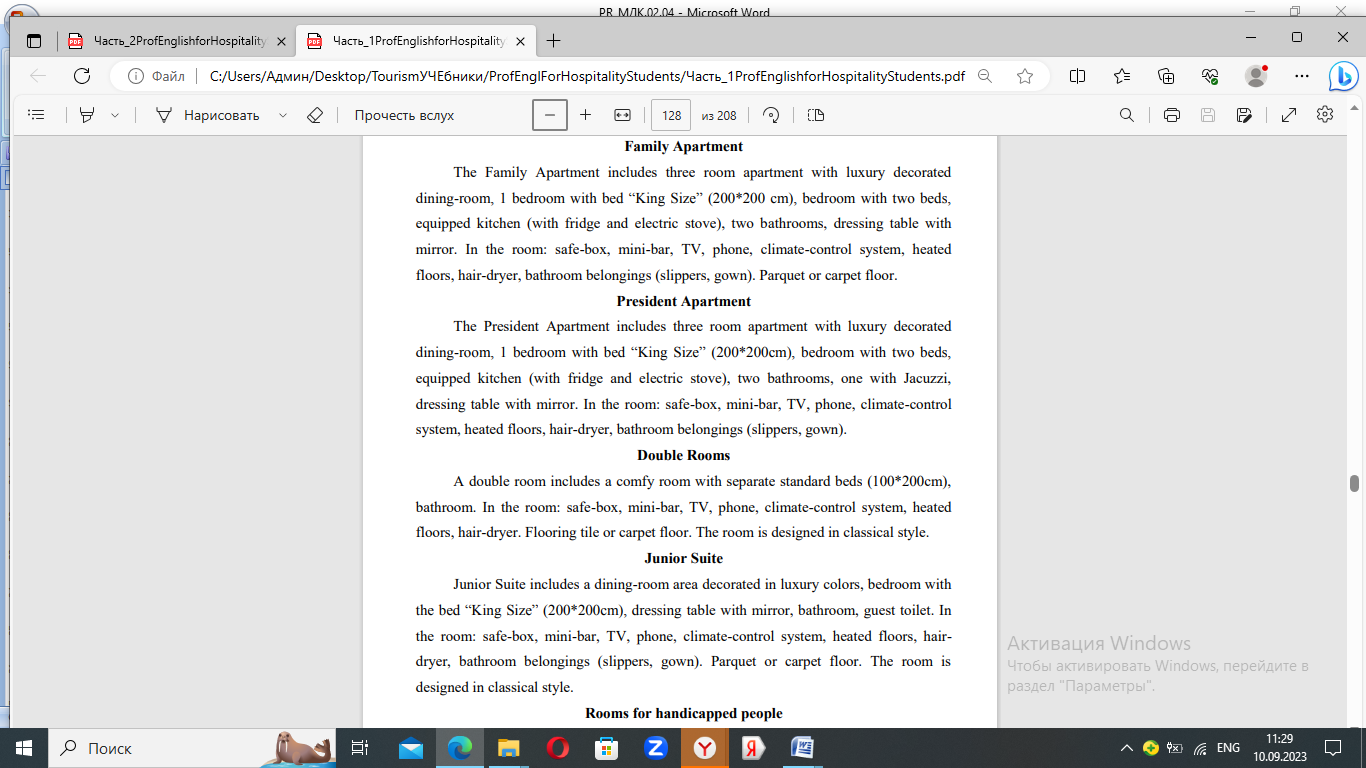
**Цель:** развитие навыков чтения, перевода, говорения

**Количество часов: 4**

**Ход работы:**

**Задание 1. Read the description of some hotel rooms and ask questions**

****

****

**Практическая работа 21-22**

**Тема:** Номера категории полулюкс и люкс.

**Цель:** развитие навыков чтения, перевода

**Количество часов: 2**

**Ход работы:**

**Задание 1. Read, translate, retell the text**



* **Studio −** They are twin adjacent rooms: A living room with sofa, coffee table and chairs, and a bedroom. It is also equipped with fan/air conditioner, a small kitchen corner, and a dining area. The furniture is often compact.
* **Lanai −** This room faces a landscape, a waterfall, or a garden.



* **Suite −**It is composed of one or more bedrooms, a living room, and a dining area. It is excellent for the guests who prefer more space, wish to entertain their guests without interruption and giving up privacy.There are various types of suites −
  + **Regular Suite −** Best for business travelers.
  + **Penthouse Suite −** Luxurious than the regular suite. It is provided with the access to terrace space above the suite. It is aloof from crowd and provides abird’s eye view of the city. It has all the amenities and structure similar to a regular suite.
  + **Presidential Suite −** The best possible suite in the hotel.



* **Sico −** This is a kind of multipurpose room, which can be used as a meeting room during the day and as a bedroom during the night. These rooms have special beds called **Murphy Bed** that can be folded entirely against a wall. This bed may or may not have headboard. The lower face of the bed which becomes visible after folding or placing upright, has a decorative wall paper, mirror, or a painting. After folding the bed, the room can accommodate sitting for five to ten people.

**Практическая работа 23-24**

**Тема:** Различные типы номеров.

**Цель:** развитие навыков диалогической речи

**Количество часов: 2**

**Ход работы:**

**Задание: Make up and Role play the dialogues “Hotel rooms”**

**Практическая работа 25-26**

**Тема:** Оснащение гостиничного номера.

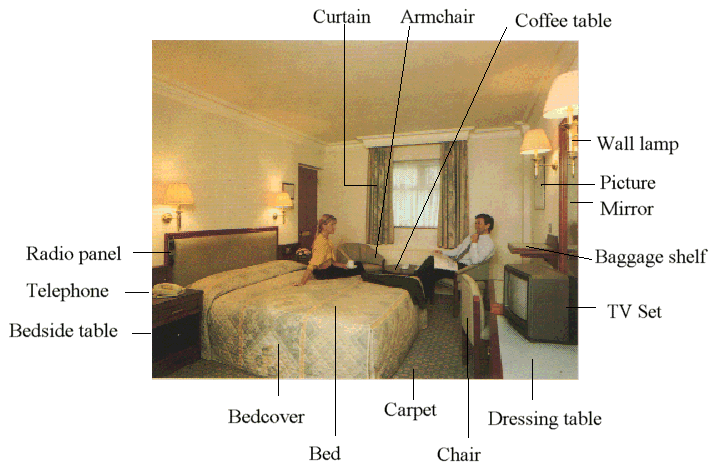
**Цель:** развитие навыков чтения, перевода

**Количество часов: 2**

**Ход работы:**

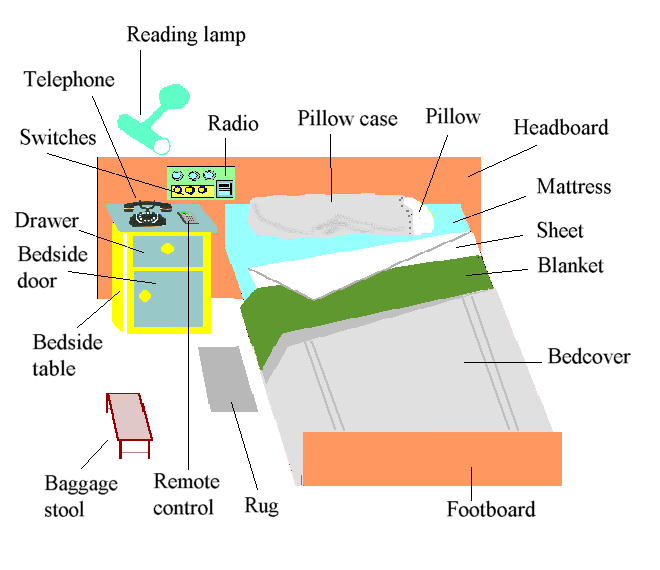
**Задание 1. Study vocabulary and do the tasks**

**ROOM FITTINGS**



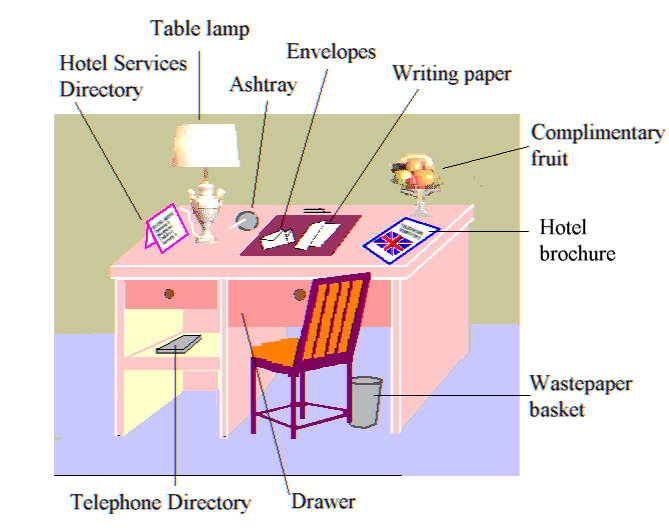
**1. Put the correct prepositions or phrases into the spaces.**

1. The bed is ……………………..of the room
2. The dressing table is ………………..the bed
3. The night table with the telephone is …………………of the bed
4. The coffee table is ………………….the window
5. The chair is …………………the television set
6. There is a large mirror ……………..the right wall
7. The reading lamps are ………………..the bedside tables
8. There is a carpet ……………….the room floor
9. The armchairs are ………..the window
10. The baggage shelf is ………….of the room



**2. Build up your vocabulary**

|  |  |
| --- | --- |
| A bed for one person is | a single bed |
| A bed for two persons is | a double bed |
| A room with a single bed is | a single-bedded room |
| The room maid | changes the sheets |
| When you are sleepy you | go to bed |
| He has a headache and is | in bed |
| When you bed your child down | you put him to bed |
| At 7 o’clock he… | gets out of bed |
| He felt tired and… | got into bed |
| Accommodation and meals is equivalent to | bed and board |
| Sheets and pillowcases are | bed linen |
| A light beside a table is | a bedside light |
| Sheets, blankets and covers used in bed form the | bedding |
|  |  |



The printed materials commonly offered by the hotel management include the Hotel Directory, stationary items, the hotel brochure, etc.

The Hotel Directory is a few page brochure which commonly contains:

the Manager’s welcome address to the guest

the Telephone Services Directory that is a list of hotel extensions to call the switchboard operator, the concierge, the receptionist, the cashier, the restaurant, the bar, the room service, the laundry, etc.

restaurant and bar opening times

national and international area codes

television programmes

Stationary items comprise:

writing paper provided with hotel logo and heading

envelopes

telex and/or fax forms

visiting cards

greeting cards

Additional printed materials available for the guest’s attention comprise:

the room service breakfast menu

the minibar list

a hotel folder containing the hotel name, the town mapped hotel location, the guest’s name, the room number, the room rate

a number of laudry forms

dépliants describing telephone charges or featuring special offers regarding food or hotel facilities

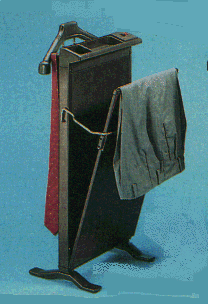
3. **Fill in the blanks of the reading passage below with these words:**

keeps, hangs, left, overlooking, pot, linens, set, allocated, wardrobe, open, rack, which, windowsill, blouses, holder, right, soft

This is room 65. It is a single room .......... to Miss Stevens. It is a spacious quiet room with a large window ............... the park. The window curtains are......... . You can see a ....... of flowers on the ................ and the venetian blind which is half open. There is a radiator under the window: it ........ the room warm during the winter season.

On the left of the radiator you can see a large ............... where Miss Stevens .......... her dresses and skirts. She keeps her ........... in the wardrobe drawers together with other personal .......... . Miss Stevens has a very comfortable bed situated along the wall on the ........ side of the room. The night table, which is on the ......... of the bed, has a night lamp on the top of it.

The white box you see on the right in the foreground is the frigo bar which contains ......... and alcoholic drinks and some crunchy biscuits. Just opposite the frigo bar you can see the writing desk on the top of .......... there are a telephone set, a pen ........... and other things arranged on the border. The TV ..... stands on a .......... between the desk and the wardrobe.



**Практическая работа 27-28**

**Тема:** Оснащение гостиничного номера.

**Цель:** развитие навыков устной диалогической речи

**Количество часов: 2**

**Ход работы:**

**Задание 1.Make up and act out a dialogue “At hotel room”**

**Практическая работа 29-30**

**Тема:** Оснащение ванной комнаты.

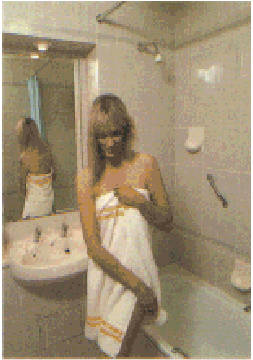
**Цель:** развитие навыков, чтения, говорения

**Количество часов: 2**

**Ход работы:**

**Задание 1: Read the text and do exercises**

**THE BATHROOM**



This is a part-view of the bathroom connected to the room allocated to Mrs Susan Walter. As you see, she has just come out of the bath and now she is drying herself with a large white cotton towel. You can also see a washbasin with taps for hot and cold water and a large mirror surmounted by a lamp which enlightens and makes the environment stand out. Up on the front wall above the bath is fixed the adjustable shower head and further up a metal pipe which the shower curtain slides through. You see it reflected on the mirror. The fixtures on the right wall comprise two soap dishes and a handle.

Words and phrases

A room may be

large grande

small piccola

spacious spaziosa

quiet tranquilla

noisy rumorosa

comfortable comoda

uncomfortable scomoda

cheap economica

expensive costosa

with bath / hower con bagno e/o doccia

with a view over con veduta sul

provided with fornita di

twin bedded a due letti

centrally heated con riscaldamento centrale

fully carpeted tutta coperta di tappeto

medium sized di media grandezza

with bunk bed con letto a castello

with a spare bed con un letto in più

**Build up your vocabulary**

A room with a view over the park is a room overlooking the park

A room without a telephone is a room which lacks a telephone

A room having two beds is a twin bedded room

A room provided with central heating is a centrally-heated room

A room provided with furniture is a furnished room

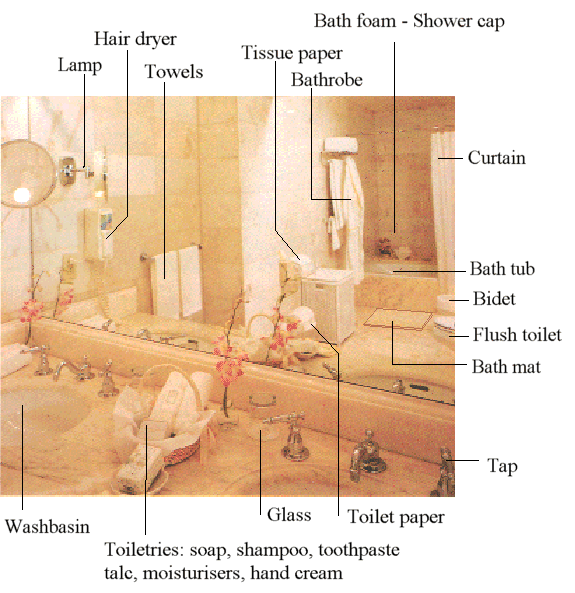
A basket with nothing inside is an empty basket

A lamp which does not light is a burnt out lamp

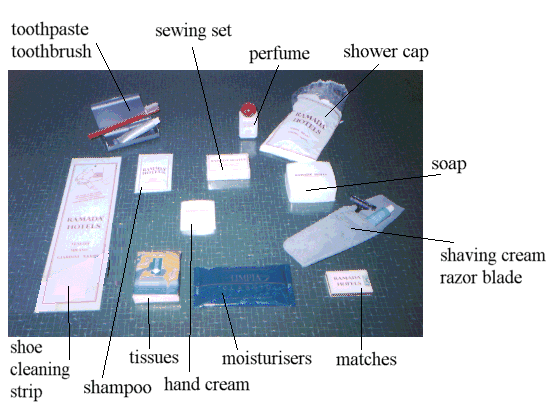
A tap which does not work is an out of order / broken tap

A wall socket for electric shaver is a shaver point

**BATHROOM FIXTURES AND FITTINGS**



**TOILETRIE**



**BATHROOM ACCESSORIES**

|  |  |
| --- | --- |
| D:\Materiale Recuperato\Immagini Volume2\Parte 1\8 Hotel Facilities\BATHACC1.PCX | D:\Materiale Recuperato\Immagini Volume2\Parte 1\8 Hotel Facilities\BATHACC2.PCX |

**Практическая работа 31-32**

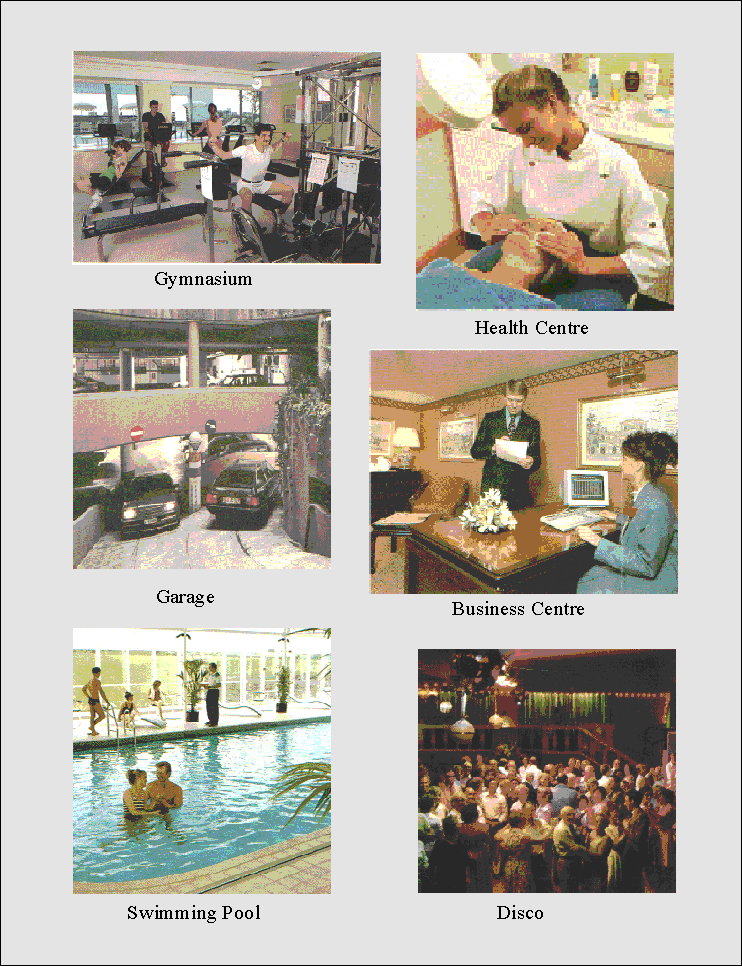
**Тема:** Помещения общего пользования гостиницы.

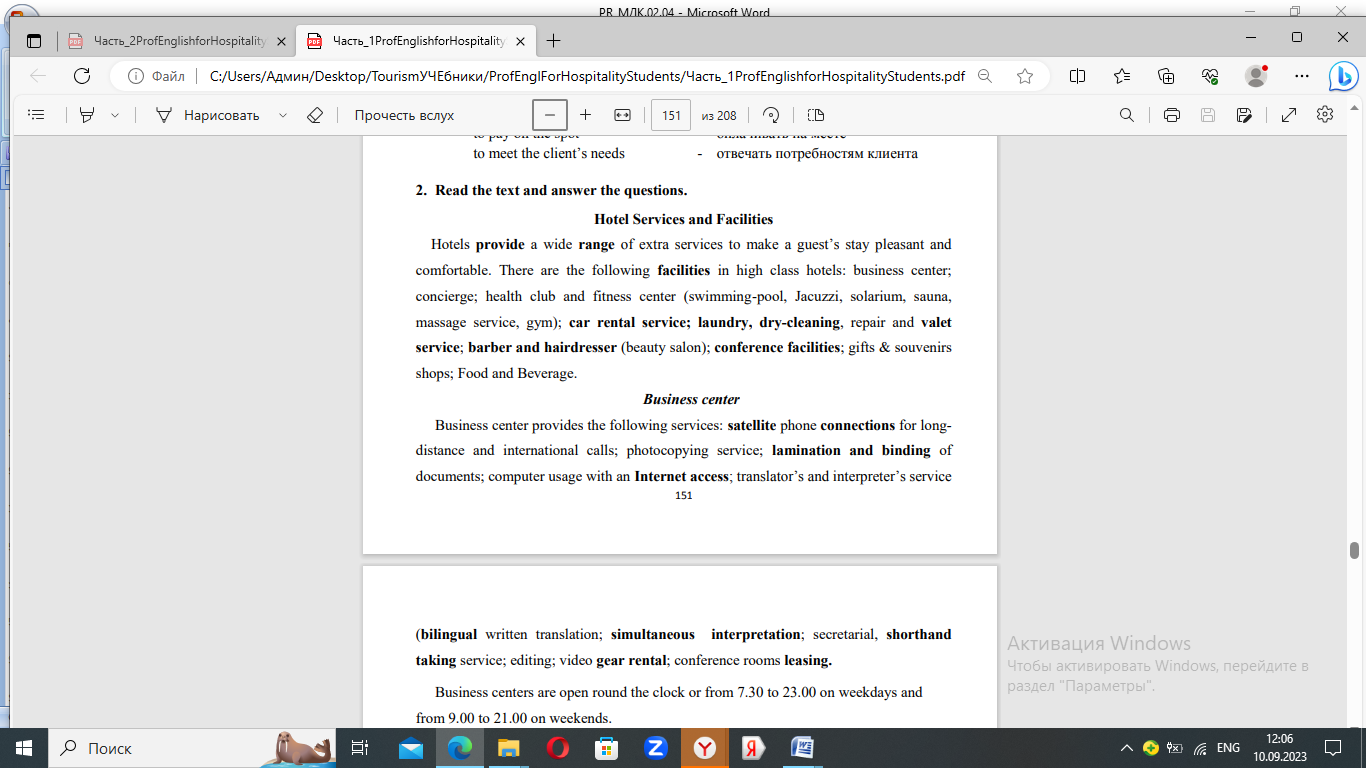
**Цель:** развитие навыков чтения, перевода

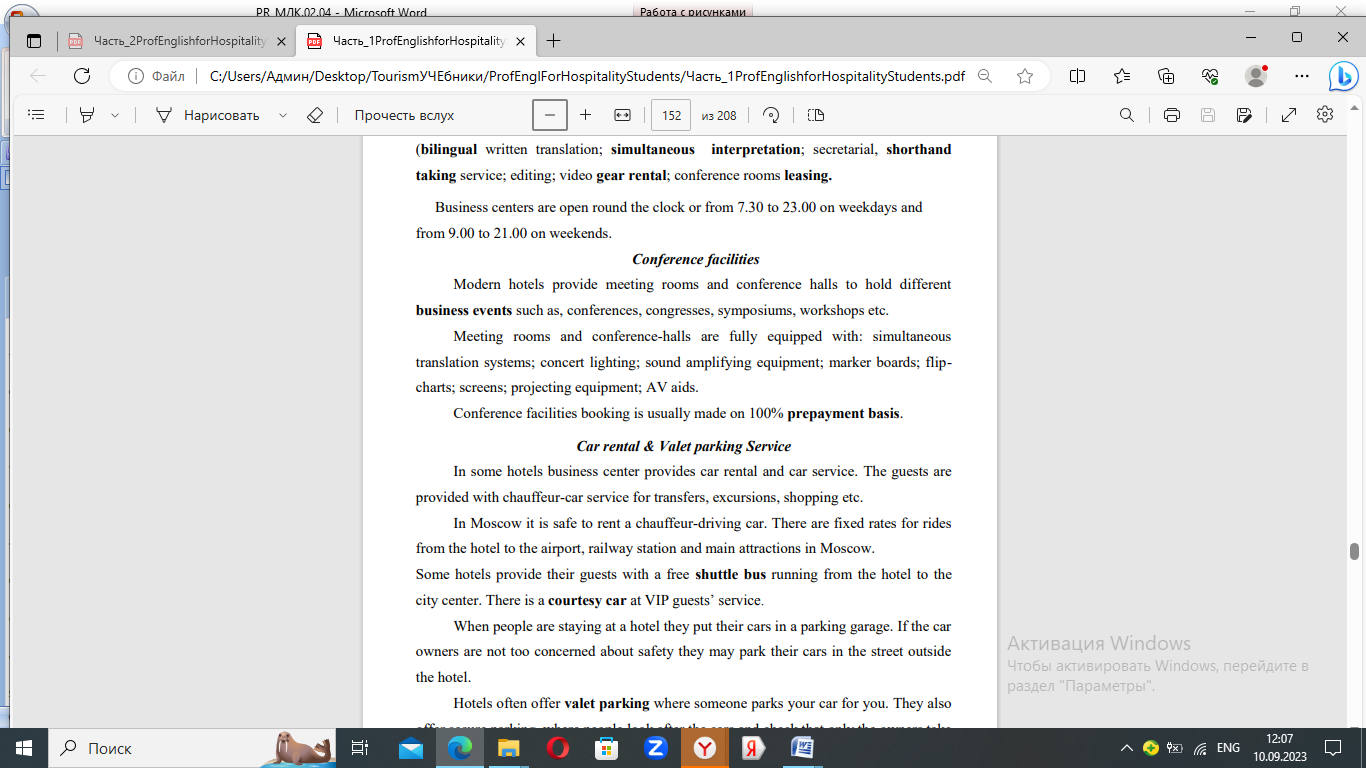
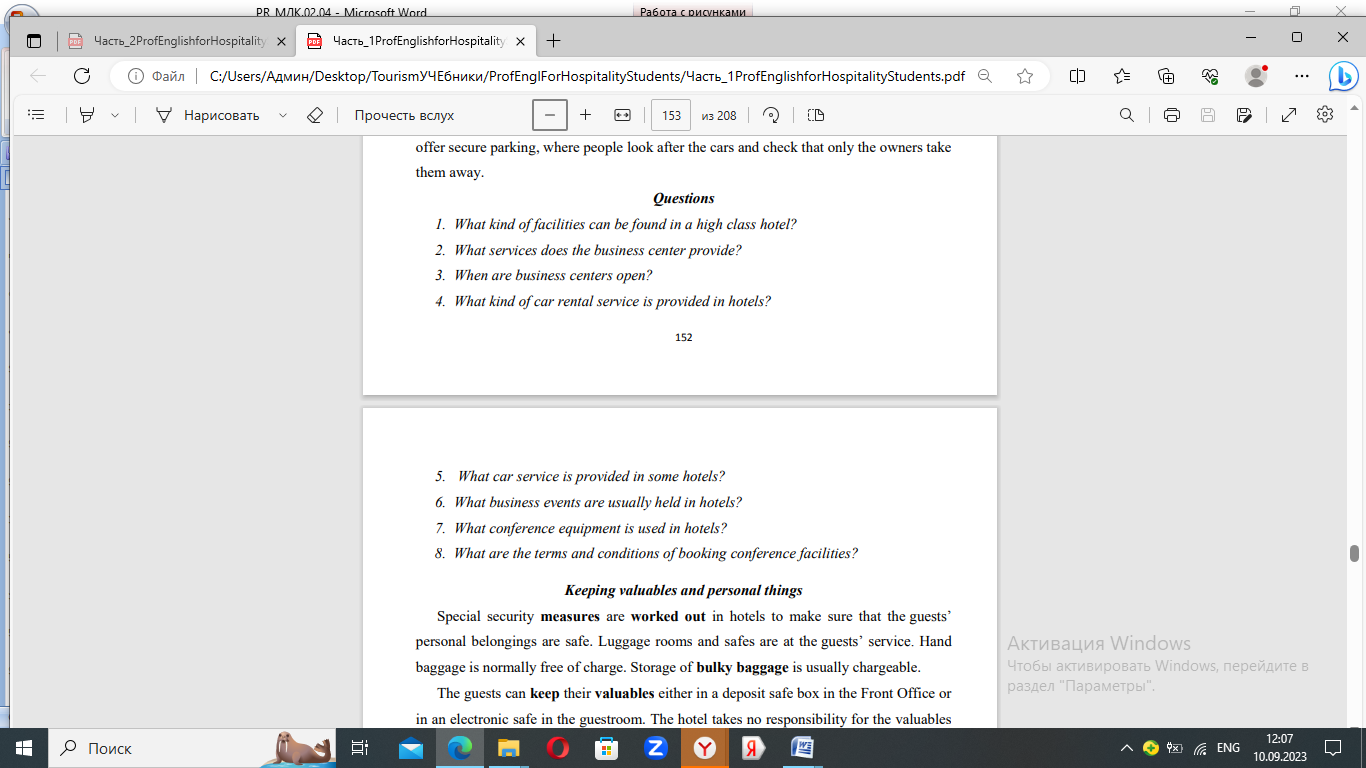
**Количество часов: 2**

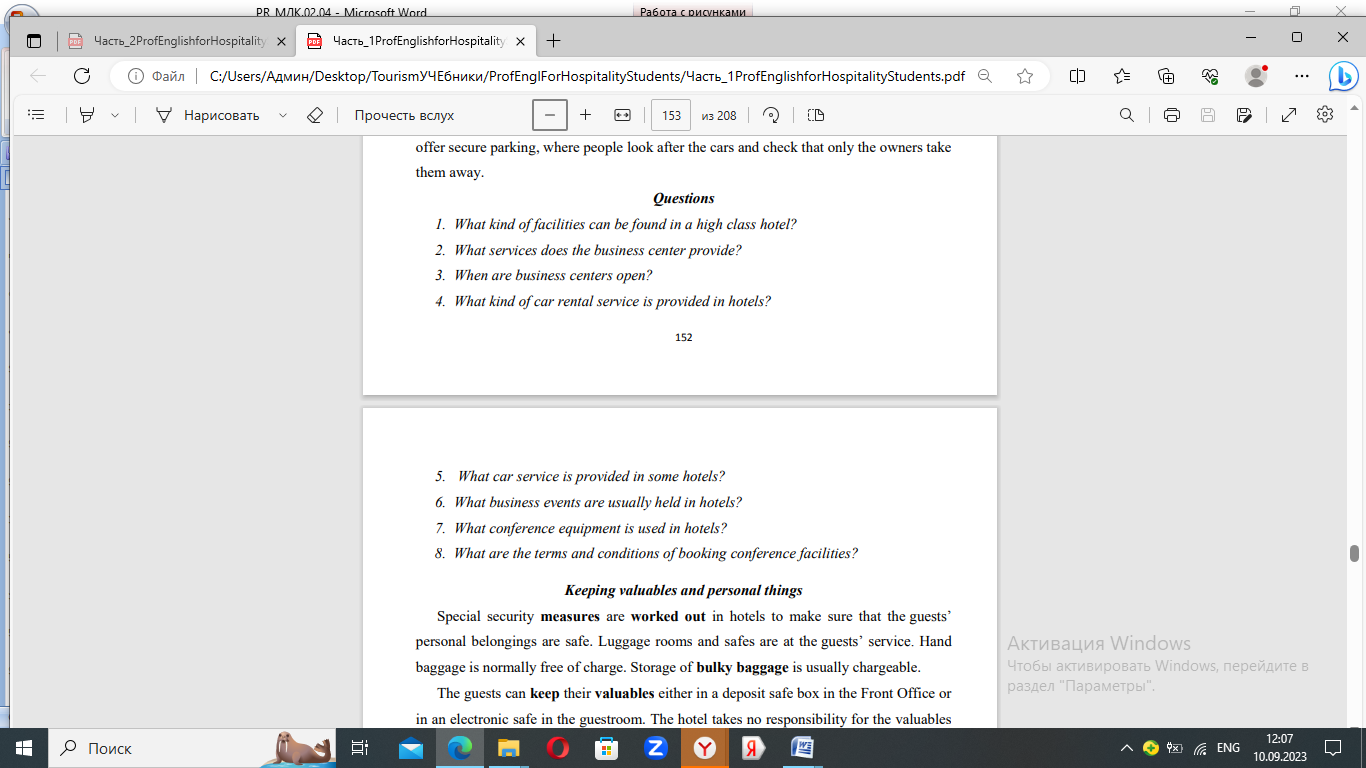
**Ход работы:**

**Задание: Read, retell the text, answer the questions**







**Практическая работа 33-34**

**Тема:** Соблюдение мер безопасности при уборке.

**Цель:** развитие навыков чтения, перевода

**Количество часов: 2**

**Ход работы:**

**Задание 1: Read the text, answer the questions**

The chambermaid’s trolley can be viewed as a large tool box on wheels to aid the hotel housekeeping staff. It has a number of compartments and shelves of various sizes. This trolley is filled with the supplies from the housekeeping supplies store at the end of each shift so that the next shift staff can access it immediately.

The staff considers the following points while loading chambermaid’s trolley.

* Loading the trolley with adequate supplies depending upon the number and types of the rooms on the floor.
* Avoiding to overload the trolley that may lead to any accidents.
* Avoiding to underload the trolley that may lead to make unnecessary trips to supplies store.



SOP for Setting the Chambermaid’s Trolley

The SOP is given as follows −

* Empty the trolley.
* Check rapidly for any broken parts.
* Clean it by dusting and wiping any stains.
* Place the items according to their weight: heaviest items at the bottom and lighter items at the top section of the trolley.
* Place the linen for different purpose separately.
* Close the lids of cleaner bottles and liquid cans tightly.
* Record the numbers and types of the items loaded in the trolley for the rooms.
* Collect the room keys.
* Take the trolley to the assigned duty floor.
* Park it outside the room such that the linen side faces outside and the room entrance is blocked.

SOP for Entering the Guest Room

The housekeeping staff should follow the SOP given below for entering the guest room.

* Leave the DND (Do not Disturb) rooms undisturbed.
* Knock the door with knuckles and announce in pleasant voice, “Housekeeping…”.
* Wait for five seconds to hear the guest’s response.
* In case of no response, announce the same again.
* In there is no answer second time too, open the door with the key.
* Enter the room.
* If the guest is found sleeping, withdraw from the room quietly.
* In case the guest answers, ask politely when would he like to service the room.
* In case the guest wants it later, acknowledge his reply and withdraw from the room.
* If the housekeeping work is in progress and the guest returns from outside, greet him and ask if the guest would like to return in some time.

SOPs for Cleaning the Guest Room

The SOP for cleaning the guest room is given below. Once the staff enters the room and starts the housekeeping work, he must −

* Not use guest room linen as a door stopper or for cleaning and dusting the room.
* Keep the guest room door open while working.
* Open the curtains and patio door.
* Assemble the furniture and place appropriately.
* Keep the vacuum cleaner and other cleaning apparatus in the room.
* Check the type of bed.
* Take the bed linen of appropriate size and place it on the nearest chair.
* Remove previous bedspread and place on the chair.
* Inspect the bed and pillows for their condition as well as for any lost-and-found.
* In case of checkout room, deposit the left guest items to the floor supervisor. If the room is still occupied by the guest, place the item such that it is safe as well as visible to the guest.
* Put soiled sheets and pillow covers in the soiled linen cart of the trolley.
* Empty ashtrays and rubbish from the guest room and bathroom dustbins into the trash cart of the trolley.
* Pick up used glasses, mugs, ashtray, trays, and place them on bathroom platform.
* Spray the bathtub, basin, glasses, mugs, and trays with cleaning liquid. Let them soak the chemicals from the liquid.
* Make the bed.
* Start dusting from an extreme inside corner of the room and work outwards.
* Clean wipe TV.
* Straighten the guest items.
* Sweep the room and patio floor.
* Mop the room and patio floor.
* Clean the glasses, mugs, and tray.
* Sanitize glasses, mugs, telephone device, and TV remote.
* Inspect the condition of bathroom slippers and bathrobe. Replace if soiled.
* Close the patio door.
* Close all the curtains.
* Clean the entrance door.
* Close and lock the room door.
* Report any damage spotted to the supervisor.

SOPs for Cleaning the Guest Bath Room

The SOP for cleaning the guest bathroom is given below.

* Open bathroom ventilation.
* Sweep the bathroom floor.
* Scrub and finish the platform, bathtub, and basin.
* Scrub and finish the toilet bowl, rim, ring, and hinge.
* Wipe the mirror.
* Clean bathroom walls using wet mop or sponge.
* Replace amenities such as toilet roll, toilet block, shampoo, conditioners, and moisturizers.
* Replace bathroom mat.
* Wipe down shower curtain working from top to bottom with a dry cloth.
* Replace bath towels and hand towels.
* Replace the dustbin liner.
* Close the bathroom ventilation.
* Clean the bathroom door.
* Keep the bathroom door open after cleaning.
* Check bathroom doormat. Replace if required.
* Report any damage spotted to the supervisor.

**Тема 1.3. Система менеджмента качества**

**Практическая работа 35-38**

**Тема:** Основные технологические документы службы. Ведение различных видов записей горничными во время смены.

**Цель:** развитие навыков чтения, перевода

**Количество часов: 4**

**Ход работы:**

**Задание 1. Read, translate and do the tasks**

**Important Registers Maintained by Housekeeping**

The registers are used to record important information. They are very helpful when the shifts and staff on duty changes, and while working too. The registers serve the purpose of keeping clear and timely records thereby fostering good communication. Here are some important registers maintained by housekeeping control desk −

**Departure Register**

It is kept to track the changes of guest room status such as V, VD, or VC after the guest has checked out. It also tracks the amount of Mini bar beverages consumption in the CO guest rooms.

**Expected Arrival Register**

It keeps the track of pre-registered guests and their profile as Regular/VIP/Other, Marital status, expected check-in time, and any special request to be fulfilled.

**Room Status Register**

This register records the list of all rooms and their current status such as V, VC, OOO, OOS, etc.

**Guest Call Register**

It records the instructions or notes relevant to the guest rooms and adjacent area. It is very useful in keeping the track of activities and their durations.

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GUEST CALL REGISTER** | | | | | | | | |
| Sr.No. | Date | Room No. | Guest Name | Call/Request | Time to Deliver | Forwarded To | FU By | Status |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |

**Guest Loan Register**

This register is maintained to record the delivery and recovery of the loan items given to the guests. The general format of this register is as follows −

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **GUEST LOAN REGISTER** | | | | | | | | | |
| Sr.No. | Date | Room No. | Guest Name | Req | Time to Deliver | Time to Recover | Delivered By | Recovered By | Status |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

**Missing Article Register**

If any article owned by the hotel (other than consumable items) is found missing in a Check-Out room, then it is recorded in this Register.

**Guest Supplies Control Register**

This register is maintained to record guest supplies. The general format is as shown below −

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **GUEST SUPPLIES** | | | | | | | |
| Sr.No. | Floor/Item | Pens/Pencils | Beverage/ Sugar/ Creamer Sachets | Shower Caps | ... | Vanity Sets | Description |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Damage/Breakage Register**

If any hotel property placed in the guest room is found damaged or broken, it is recorded in this Register. Here is a sample register −

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **DAMAGE/BREAKAGE REGISTER** | | | | | |
| Sr.No. | Date | Damaged Item | Room No. | Found By | Description |
|  |  |  |  |  |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

**Lost/Found Register**

If a housekeeping guest room attendant finds any guest-owned article left in the Check-Out room then it is recorded into the Lost/Found Register and sent to the same cell of the housekeeping department. It also records any personal article found in the hotel premises.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **LOST AND FOUND REGISTER** | | | | | | | | | |
| Sr.No. | Date | Item | Description | Found By | Found At | Picked up By | Addr | Contact Number | Sign |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |

**Key Register**

It is a register for noting down the issued keys of the guest rooms, mater keys of the rooms and important safes, and floor keys.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| KEY REGISTER | | | | | | |
| Sr.No. | Date | Key ID | Floor No. | Room No. | Time of Issue | Status at the end of sift (Returned/ missing) |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Linen Control Register**

It records the movement of linen between the laundry and the guest rooms or dining area. It makes the housekeeping staff easy to keep the track of clean and soiled laundry.

**Checklists and Reports in Housekeeping**

There are various housekeeping checklists and reports automatically generated by the hotel management software.

**Checklists**

Checklists help to ensure all work is done appropriately without anything left to be completed. There are various checklists referred and filled by the housekeeping staff. Some important ones are −

* Guest Supplies Checklist
* Guest Room Cleaning Checklist
* Guest Bathroom Cleaning Checklist
* Beach Area Cleaning Checklist
* Swimming Pool Cleaning Checklist
* Garden Keeping Checklist
* Housekeeping Standard Checklist for SPA
* Housekeeping Standard Checklist for Fitness Center

**Reports**

The reports are useful to study past records of occupancy, cleaning schedules, and predict the future status of the rooms. Let us see the reports generated for housekeeping department −

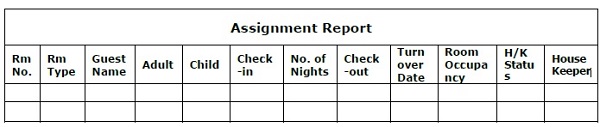
**Housekeeping Report**

This can be generated at the end of each shift to report the housekeeping status of each room.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Housekeeping Report | | | | | | |
| Room No. | Room Type | Check-Out Date | Turnover | Room Occupancy | H/K Status | Housekeeper |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |

**Housekeeping Assignment Report**

It is required for scheduling the room attendants and recording the room inspections.



**Housekeeping Occupancy Report**

This report shows the list of guests who have checked-in the hotel with details such as number of adults and children, number of nights, and housekeeping status. This report is generated for the occupied rooms, rooms expected to be occupied, checked-out rooms, and vacant or blocked rooms. This report is generated for scheduling rooms for cleaning.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| OCCUPANCY REPORT | | | | | | | |
| Rm No. | Rm Type | Guest Name | Adult | Child | No. of Nights | Turn Over Date | H/K Status |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |

**Практическая работа 39-40**

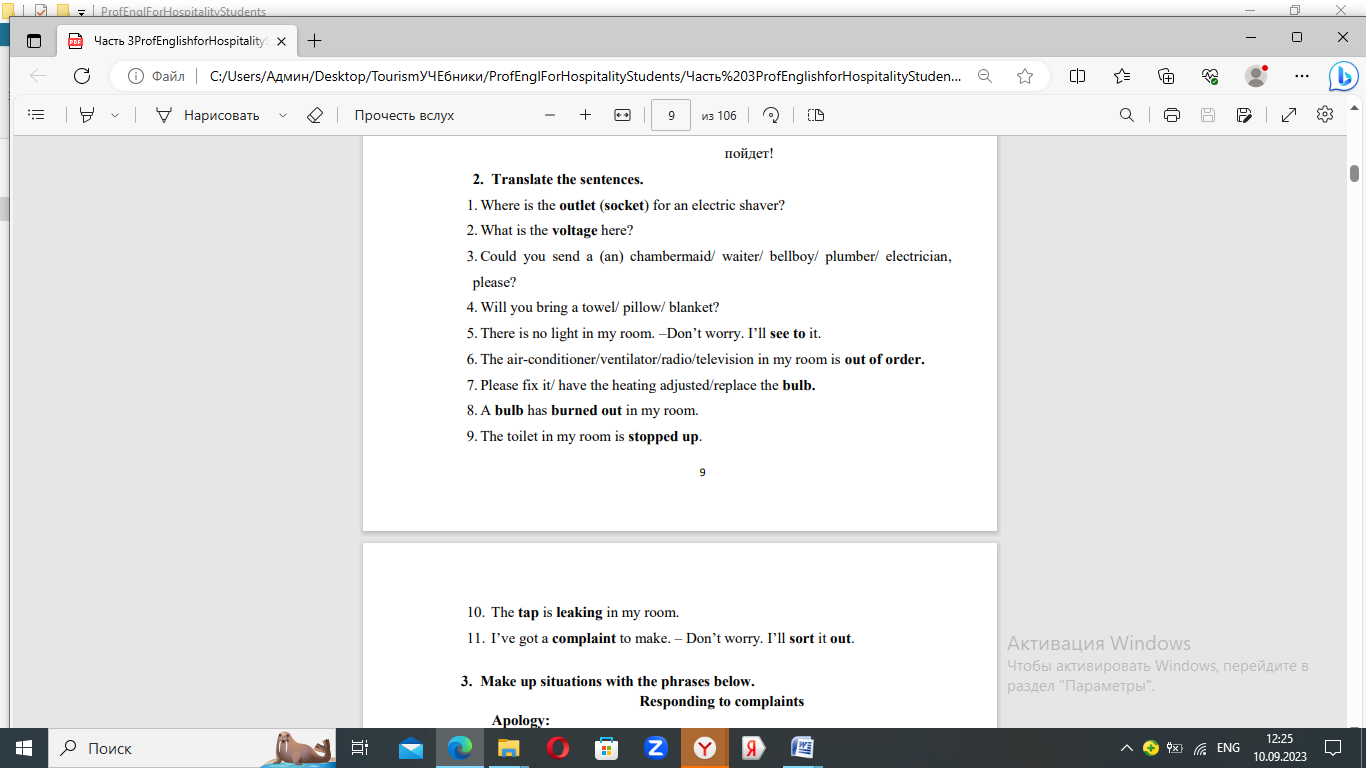
**Тема:** Жалобы гостей отеля.

**Цель:** развитие диалогических навыков

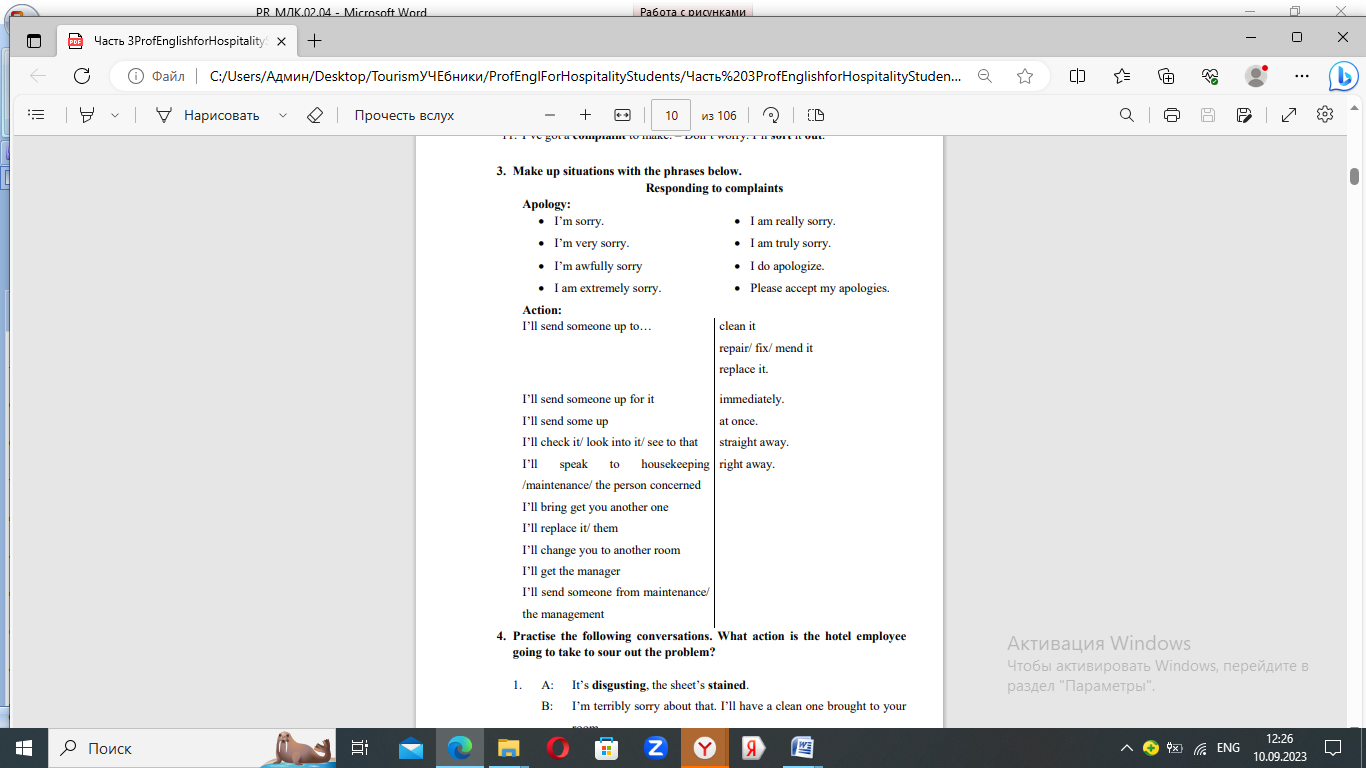
**Количество часов:**

**Ход работы:**

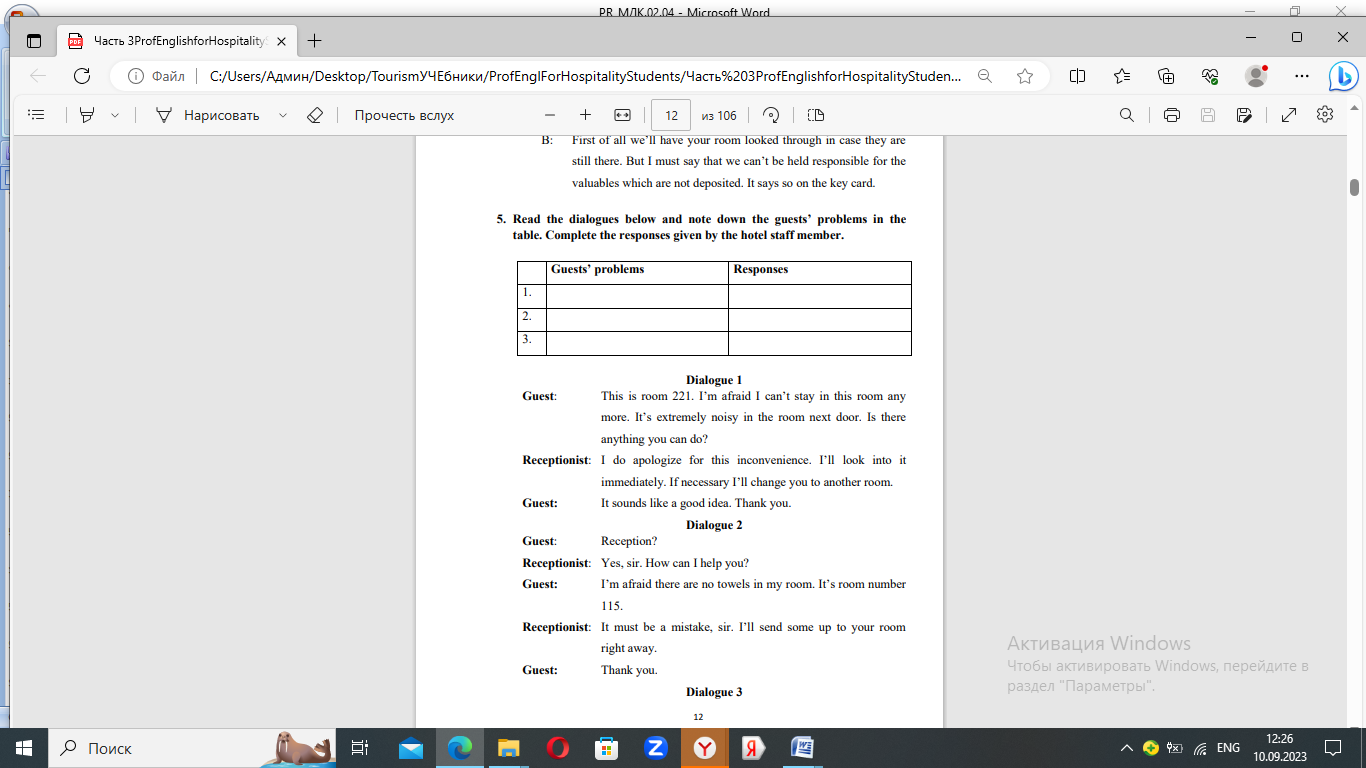
**Задание 1.**



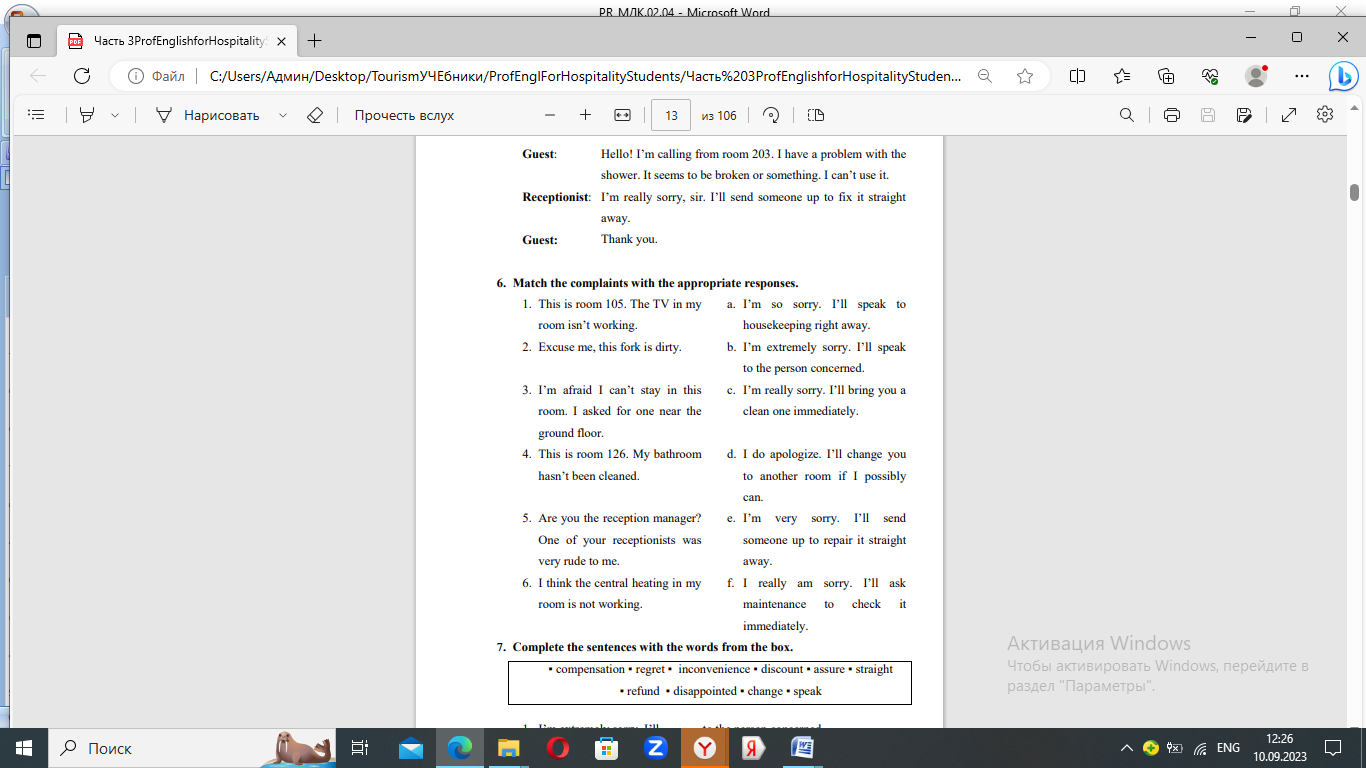
**Задание 2**



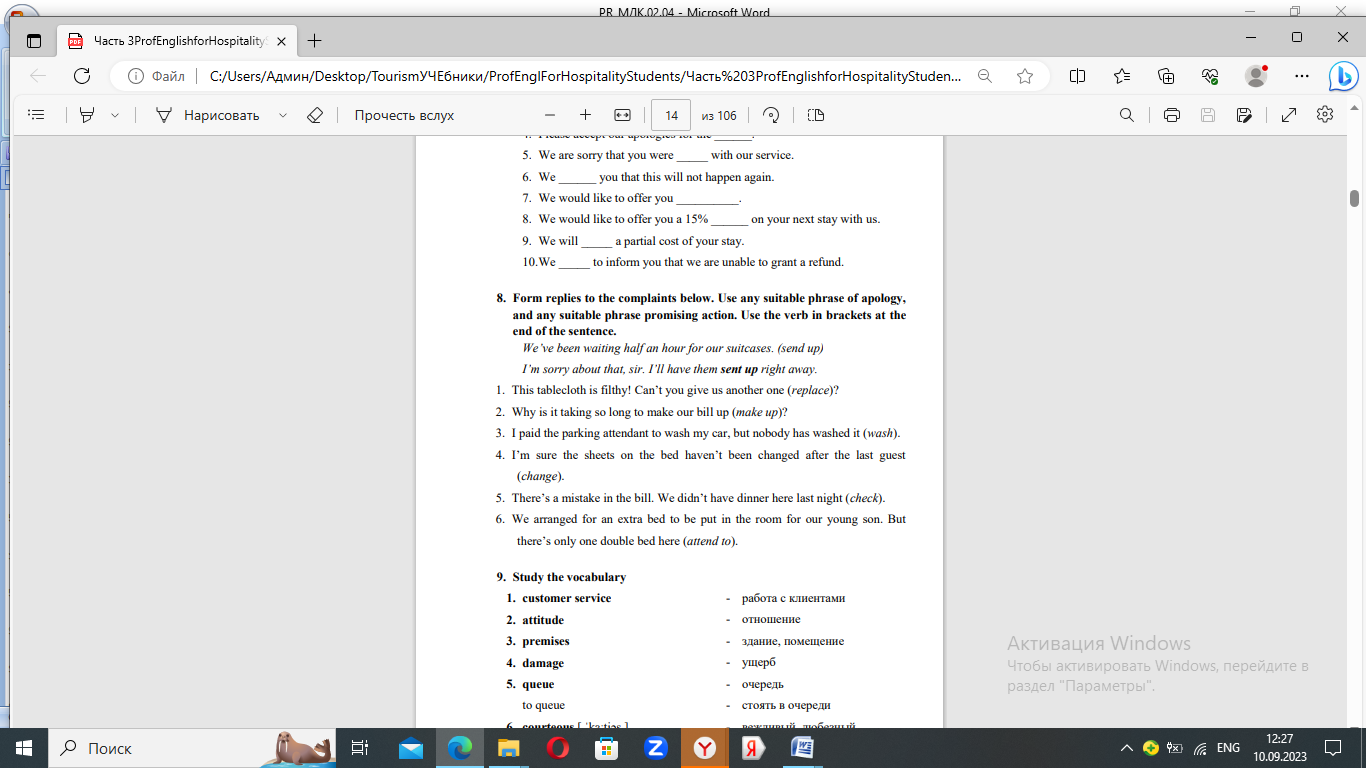
**Задание 3.**

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**Задание 4.**

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**Задание 5.**

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**Практическая работа 41-42**

**Тема:** Реагирование на жалобы.

**Цель:** развитие диалогических навыков

**Количество часов: 2**

**Ход работы:**

**Задание 1.Make up and act out dialogues “Complaints at the Hotel”.**