

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE

**O. M. BEKETOV NATIONAL UNIVERSITY
of URBAN ECONOMY in KHARKIV**

Methodological guidelines

for self-study

on the subject

FOREIGN LANGUAGE FOR PROFESSIONAL PURPOSES

(for full-time and part-time students (bachelor) educational level

Specialty J2 – Hotel, restaurant and catering)

Methodological guidelines for self-study on the subject “Foreign language for professional purposes” (for full-time and part-time students (bachelor) educational level Specialty J2 – Hotel, restaurant and catering) / O. M. Beketov National University of Urban Economy in Kharkiv ; comp. : O. V. Anisenko, M. V. Ryzhenko. – Kharkiv : O. M. Beketov NUUE, 2026. – 36 p.

Compilers : Senior teacher O. V. Anisenko,

PhD in Pedagogy, Associate Professor M. V. Ryzhenko

Reviewer Doctor of Pedagogical Sciences, prof. O. L. Ilienکو

Recommended by the department of foreign philology and translation, record № 1 on 26.08.2025.

These methodological recommendations have been developed in accordance with the syllabus for the course "Foreign Language for Professional Purposes" and are intended to facilitate the preparation of bachelor students in Specialty J2 – Hotel, restaurant and catering for self-study in this course.

CONTENT

Unit 1 World tourism.....	4
Unit 2 Jobs in tourism.....	7
Unit 3 Visitor centres.....	12
Unit 4 Package tours.....	15
Unit 5 Hotels.....	19
Unit 6 Food and beverage.....	22
Appendix A.....	27
Appendix B.....	31
List of recommended literature.....	34

UNIT 1

WORLD TOURISM

1. These are the top eight destinations for international tourism. What are the nationalities of people from these countries? Write the words in the correct group.

Australia Britain China France Germany Italy Spain USA

<i>-n</i>	<i>-ian</i>	<i>-ish</i>	<i>-ese</i>	<i>other</i>
<i>Australian</i>				

2. Add the nationalities from these countries to the table above.

*Brazil Canada Greece Ireland India Ukraine Japan Kenya Korea Mexico
Norway Poland Portugal Thailand The Netherlands Turkey*

3. Read this article about Chinese travelers and decide if the statements are true or false. Correct the false statements.

1. The majority of outbound trips are to Asian destinations. T/F
2. Half of outbound trips are to Europe and the USA. T/F
3. Germany, France, and Italy are the top destinations in Europe. T/F
4. Chinese tourists generally like to spend money on luxury hotels. T/F
5. Chinese tourists prefer independent travel. T/F

4. One word or phrase in each group is not part of the tourism sector. Which sector does it belong to?

1. Accommodation: campsite, art gallery, bed and breakfast, motel_____
2. Transportation: airline, taxi, golf, tram _____
3. Attractions: museum, zoo, business convention, theme park _____
4. Food and beverage: pub, bar, cafe, restaurant, pizzeria _____

5. Recreation and entertainment: skiing, trekking, cycling, bistro _____

6. Events and conferences: Olympic Games, tennis tournament, hostel, music festival _____

Chinese travellers

China, with the biggest population in the world, is an important emerging market for international tourism. There are now more than 57 million outbound trips every year.

Most Chinese tourists, over 70%, go to Hong Kong and Macau. Of the rest, more than half stay in Asia. Japan, South Korea and Thailand are among the other top destinations. Fewer than 10% go to Europe, particularly Germany, France and Italy, and the USA.

Many surveys conducted in these countries show that Chinese tourists' favorite activity is shopping, especially for luxury brands. Chinese tourists also spend more on tax-free shopping than visitors from other countries. In response to this demand, department stores in central Paris now have signs and services dedicated to Chinese shoppers.

Surveys also show that the Chinese typically travel in large tour groups of 30-40 people, and they prefer to save money on food and accommodation in order to spend more in the shops.

Visiting historic monuments is the second favorite activity. The French attractions of the Louvre, the Eiffel Tower and Versailles Palace are the most popular with Chinese travelers.

5. Put the questions 1-6 in the correct order, then match the questions and answers (A-F).



1. museum / the Louvre / is / where?

2. visitors / does / how / museum / get / many / the?

3. big / Louvre's / collection / how / the / is?

4. attraction / the / is / what / top?

5. does / visit / how / to / it / cost / the / museum / much?

6. long / tour / guided / is / how / the?

a. It contains more than 380,000 objects and exhibits, 35,000 works of art from prehistory to the 19th century.

b. Mona Lisa by Leonardo da Vinci.

c. The introductory tour lasts 90 minutes and it is available in English.

d. It is in the center of Paris, France, on the right bank of the river Seine.

e. Entry is 10 euros for the permanent collection. It is free to visitors under 18.

f. There are over 8 million visitors a year. It is the most visited art museum in the world.

6. François Martin works at the Louvre. Complete the interview questions with one to three words.

1. _____ your job?

I am a visitor service officer at the Louvre.

2. _____ staff _____ the museum have?

It employs 2,000 people. Over half are security officers.

3. _____ some of the typical questions visitors ask you?

‘Where is the Mona Lisa?’ ‘Is the museum open yet?’ ‘Where are the toilets?’

4. _____ a good time to visit?

Early in the week in the morning. The museum opens at 9 a.m., but it is closed on Tuesdays.

5. _____ you work at the weekends?

Quite a lot. Usually twice a month.

6. _____ like most about your job?

Smiles and thank-yous from satisfied visitors.

UNIT 2

JOBS IN TOURISM

1. Which job does not relate to each category? Which sector does it belong to?

1. Accommodation: bellboy, ski instructor, campsite manager, front desk agent

2. Transportation: coach driver, flight attendant, events manager, cruise director

3. Attractions: cloakroom attendant, site manager, concierge, theme park supervisor

4. Food and beverage: museum guide, waiter, kitchen assistant, café manager

5. Recreation and entertainment: children's entertainer, executive chef, entertainments manager, outdoor adventure guide _____
6. Events and conferences: travel agent, conference organizer, pilot, exhibitor

2. Read about these jobs in tourism and complete the personal qualities needed.

The first letters are given.

1. If you want to work as a holiday rep, or resort representative, you need to be outgoing, enthusiastic, helpful, *fle*_____ and have a *pro*_____ appearance.
2. A housekeeper has to be *ha*_____-*w*_____, a good team worker, *ef*_____ and also a bit of a perfectionist.
3. It's important that a restaurant manager is *or*_____, good at managing a team, and feels *pas*_____ about food.
4. If you want to work for a children's attraction, you should be *res*_____ but also fun-loving and *enter*_____ and, most importantly, you have to like children.

5. A good tour guide is *enth*_____, patient, *com*_____ and a 'people-person'.

3. Put the verbs in the correct group according to the pronunciation of the -s at the end of the verb in the 3rd person singular.

books • checks • closes • communicates • deals • does • gives • helps • makes • organizes • plans • prepares • recommends • serves • specializes • supervises • works

/z/	/ɪz/	/s/
deals	closes	books

4. Complete these sentences about people who work in tourism using the correct form of the present continuous. Use contractions.

1. Yuetung is a concierge in a hotel in Macau. Last week she worked in the afternoon but this week she _____ (work) in the morning. At the moment some guests are asking her for information about the local attractions and her phone _____ (ring).

2. Paul is a resort manager in a holiday centre. He works six days a week all the year. He _____ (have) a meeting now with some suppliers. They _____ (give) a presentation on new equipment for the water park.

3. Afon is a student but in the summer she works as an entertainments manager in a seaside resort in Wales, UK. At the moment she _____ (plan) the children's activities and she _____ (ask) the magician to include some new tricks in his show.

4. Derek works as a freelance events manager. He usually works three or four days a week. This month he _____ (prepare) stands for an exhibition in Brazil. At the moment he _____ (supervise) the design and printing of publicity material.

5. Match the headings to the different sections (1–8) of Afon's CV.

Additional information Personal details Education and qualifications
Interests Profile References Voluntary experience Work experience

Afon Hali Jones

1. _____

Address: 24, Chester Road, Wrexham, Clwyd, LL15 4QU, UK

Home tel. no.: +44 (0)1745 463 218

Mobile number: +44 (0)7950 694207

Email: afon.hjones@wyorld.co.uk

2. _____

An outgoing and professional tourism (i) _____ with experience in different areas including entertainment and (ii) _____ and food and beverages. Looking to put into practice academic ability and (iii) _____ experience in the entertainment and leisure sector.

3. _____

2010–present BA in Tourism Management, University of Clwyd

Specializing in entertainment and leisure

Work experience at the Theatre Clwyd and the Leisure Centre in Llandudno

2008–2010 Mold College

3 A-levels:

English Language (A)

Business Studies (B)

French (B)

2002–2008 Mold Secondary School

4 GCSEs Grades A–C

4. _____

July–Aug. 2013 Entertainment Manager, Llandudno holiday centre

Aug. 2012 Assistant Entertainment Manager, Llandudno holiday centre

Organizing evening entertainment: karaoke, games and a children's magic show

Planning sports activities, competitions, and day trips

Presenting sports events and shows

Coordinating schedules with centre staff, tour guides and entertainers

Giving local information and advice to customers

Maintaining excellent levels of customer satisfaction in the peak holiday period

5. _____

2010–2012 Student Café Supervisor, University of Clwyd

Serving customers and maintaining high levels of customer service

Managing the café in line with health and safety regulations

Training new café staff

Planning and organizing staff rotas

2008–2009 Volunteer, Llandudno Visitor Centre

Giving local information to visitors

Booking tickets and accommodation

Assisting tour guides and interpreting on excursions

6. _____

IT skills: Word, Excel, PowerPoint, Internet and email.

Languages: fluent in English and Welsh; Advanced Greek and Intermediate French.

Full, clean driving licence.

7. _____

Sports: captain of the women's University hockey team; taekwondo.

Travel and music – singing, guitar.

8. _____

Available on request.

6. Complete gaps (i)–(iii) in Afon's profile at the start of her CV. Choose the correct option (a, b or c).

(i) a) graduate b) specialist c) consultant

(ii) a) sporty b) leisure c) hobbies

(iii) a) profession b) qualifications c) work

7. What is the aim of a profile statement in a CV? Tick (✓) the correct alternative (a, b or c).

a) to show what job the candidate is applying for _____

- b) to give details about a candidate's employment record _____
- c) to summarize a candidate's experience and background _____

8. Read about four tourism jobs. Match the job titles (a–d) to the descriptions (1–3). One job is not used.

- a. Events manager b. Entertainments and leisure manager
- c. Resort manager d. Concierge

Job 1

This person helps to provide a fun experience in a purpose-built holiday centre. He/She trains new staff, checks that tours and entertainment services are well-organized. His/Her team are usually the first people to receive visitors from guests, and they inform visitors about where to drink, eat, or shop. He/She supervises the onsite entertainment, which can include children's shows and sports activities.

Job 2

This person is responsible for management, training and staff motivation. He/She supervises staff and makes sure all transfers, welcome meetings and evening entertainment go well. He/She trains the reps in a holiday centre so that they can answer visitors' questions on the area. There are also administrative duties, for example checking weekly accounts and meetings.

Job 3

This person's job is to serve the needs of guests in a hotel or resort. He/She usually gives information about tours and attractions, transportation and directions. This person also books tickets and recommends tours. The job involves communicating with guests, both face to face and on the telephone.

9. Afon is applying for job position 1. Complete her cover letter to Sunnyside Resorts. The first letter of each word is given.

Dear Sir/Madam,

I am ¹ w _____ to apply for the position of Entertainments Manager. Please find ² a _____ a copy of my CV.

I am very interested in working ³ f _____ Sunnyside Resorts in Halkidiki, Greece because I am ⁴ p _____ about entertainment.

I am currently ⁵ s _____ for a degree in Tourism Management at the University of Clwyd in North Wales. I have ⁶ e _____ as an Entertainments Manager because I have worked at a resort for two summers. At Llandudno I am ⁷ r _____ for organizing entertainment, for example, karaoke, children's shows and sports activities.

I believe I am ⁸ o _____, hard-working and enthusiastic. In addition, I work well in a ⁹ t _____. As you can ¹⁰ s _____ from my CV, I also speak English, Welsh, Greek and some French.

I ¹¹ l _____ forward to hearing from you.

Yours ¹² f _____,

Afon Hali Jones

UNIT 3

VISITOR CENTRES

1. Read the information about VisitBrussels tourist office and answer the tourist's questions.

1. Where is the tourist information centre? _____
2. What are the opening hours on Sundays? _____
3. What does it cost to book a hotel? _____
4. How much does the Brussels Card cost for two days? _____
5. What public transport is included with the card? _____

VisitBrussels

At VisitBrussels our friendly team help you make the most of your visit. Our office is in the beautiful Grand-Place, the central square in the heart of the city. We open every day from 9 a.m. to 6 p.m.

We provide information to help you see the sights, local events and exhibitions. We can help you plan day trips to other charming cities in Belgium. We can also reserve accommodation for you free of charge. Alternatively, use our website to plan your trip. You can also buy the products in our e-shop.

You can buy the Brussels Card here. Choose from a 24h (€24), 48h (€34) or 72h (€40) card and get:

free admission to over 30 museums

unlimited, free travel on trams, buses and metro all over the city

a free city map

discount vouchers for bars, restaurants and shops

2. Read the website again and match the words in bold with their definitions (1–6).

1. visits to places where you go and come back on the same day _____
2. take full advantage of _____
3. visit the famous, interesting places _____
4. tickets that can be used instead of money _____
5. cost of entrance to a building or event _____
6. unrestricted, so that you can go where you like as often as you like _____

3. Match these words and phrases from the interview with the definitions.

1. one-stop shop _____

2. face to face _____
3. seasonal event _____
4. newsletter _____
5. press release _____
- a. when you meet another person and talk to them
- b. official document giving information to the television, radio, etc.
- c. short report of news that is sent regularly to people
- d. single location offering several services
- e. something that is organized during a particular time of year

4. Correct the errors in the comparative and superlative forms in these sentences.

There is one incorrect word in each sentence.

1. Fly-cruises to Antarctica are most expensive than boat cruises. _____
2. Antarctica is far from Australia than South America. _____
3. Copper Canyon in Mexico is four times larger that the Grand Canyon.
4. The hurricane season is the worse time to visit the Bahamas. _____

5. Complete this article by putting the adjectives in brackets in the correct comparative or superlative forms. Use one or two words in each space.

Remote destinations

These are some of the world's most isolated locations. Adventurous travellers will come home 1) _____ (rich) in experience but poorer in pocket – the cost of using these places is much 2) _____ (high) a more traditional holiday destination.

The tiny island of Rapa Nui (Easter Island) in the South Pacific has almost 900 gigantic stone statues 3) _____ (old) carved by the island's 4) _____ (early) inhabitants. Direct flights from Santiago, Chile travel 3,700 kilometres to the island's airport, the 5) _____ (remote) international airport in the world.

Antarctica is one of the 6) _____ (unusual) places to visit in the world with its stunning landscapes, unique wildlife, and extreme climate, but it's not 7) _____ (easy) places to get to. The 8) _____ (good) time to go is from November to March when temperatures can be as 9) _____ (high) 4°C!



6. Read the article again and find the words and phrases that match their definitions (1–8). They are in this order in the text.

1. far from towns or other places where people live _____
2. not afraid of taking risks or trying new things _____
3. with less money _____
4. extremely small _____
5. extremely big _____
6. made by cutting wood or stone _____
7. extremely attractive or beautiful _____
8. being the only one of its kind _____

7. Read this news article. What is special about the town of Vulcan in Canada? Choose the correct option.

- a. It is a small town where everyone loves science fiction.
- b. It is the location of some famous television and film studios.
- c. The town's name inspired it to become a tourist attraction.

Vulcan, Alberta

The tiny town of Vulcan, Alberta has a population of under 2,000. By coincidence, the town has the same name as the home planet of Mr Spock, a character in the popular TV and film series, Star Trek. This inspired the town to become a tourist attraction, and it is now the official Star Trek capital of Canada and a favourite destination for science-fiction fans.

Visitors to the town in western Canada can see the 800-piece Star Trek collection on display at the Vulcan Tourism & Trek Station – the tourist information office. They can also participate in The Vulcan Space Adventure virtual reality game and take a self-guided Star Trek Walking Tour of the town. The town's welcome sign is in English, Vulcan and Klingon!

8. Read the article again and find the words and phrases that match their definitions (1–4).

1. people who have a strong interest in someone or something _____
2. collection of objects or pictures shown in public _____
3. images and sounds produced by a computer to represent a place or a situation

4. not part of an organized group with a leader _____

UNIT 4

PACKAGE TOURS

1. Underline the word on the left that you can't use with the word on the right.

- | | |
|---|----------|
| 1. purpose-built / holiday / tourist / development | resort |
| 2. package / transfer / city / all-inclusive | tour |
| 3. fishing / charming / sandy / picturesque | village |
| 4. tour / official / travel / tailored | guide |
| 5. world heritage / art / historic / archaeological | site |
| 6. architecture / religious / landmark / 19th century | building |

2. Complete the spelling rules for regular verbs in the past simple.

1. If the verb ends in *e*, add _____.
2. *y* changes into _____ before *-ed*.
3. *y* does not change if there is a _____ before it, e.g. *stayed*.

3. Complete the text on tourism development in Hawaii using the verbs in the box in the correct form.

contribute • decrease • develop • die • discover • dominate • increase • modernize
• play • recover • try • visit

Hawaii

Hawaii is situated in Polynesia in the central Pacific Ocean and is made up of eight main islands. It became a state of the US in 1959. Because of its tropical climate, it is a popular all-year destination for tourists, surfers and scientists.

The first Western visitor recorded was the British explorer Captain James Cook, who 1) _____ Hawaii, and 2) _____ there on his final voyage to the islands.

19th century development in Hawaii 3) _____ an important part in the increase of tourism which continued into the 21st century. Kilauea volcano was the islands' main attraction. In 1865, Hawaii's first hotel, Volcano House, was built at Halemaumau Crater for adventurous visitors.

For 100 years sugar plantations 4) _____ the economy until the workers went on strike and 5) _____ to demand higher wages, which led to the end of the sugar industry. With the end of sugar production, tourism 6) _____. When cars, hotels, and shopping malls arrived in Hawaii, they 7) _____ the islands, and 8) _____ to the growth of tourism. During the 20th century increasing numbers of tourists 9) _____ Hawaii. The figure 10) _____ to over 1 million in 1967. Unfortunately, the native Hawaiian population 11) _____. For this reason, some Hawaiians are very critical of tourism and its effect on their culture. Towards the end of the 2000s the number of tourists fell, but then 12) _____ in 2011 because of an increase in arrivals from Canada, Australia, South Korea and China.

4. Underline the odd word in each group. Use a dictionary to help you. Give reasons for your answers.

1. mayor's house, shopping mall, parliament, town hall _____
2. art gallery, concert hall, national museum, pillar _____
3. palace, pyramid, residence, castle _____
4. roof, façade, building, window _____
5. tower, big wheel, bridge, classical _____
6. French, Medieval, Roman, Renaissance _____

5. Put the words in the questions about London's past in the correct order.

1. of Parliament / designed / the Houses / who
2. the first monarch / who / to live / was / in Buckingham Palace
3. Charles Dickens / the book, Oliver Twist / where / did / write
4. Shakespeare / did / his plays / where / produce
5. was renamed / London museum / which / Prince Albert / in memory of
6. Harrods, the famous / first open / when / department store / did

6. Match the questions (1–6) in Exercise 6 to the answers (a–f) below.

- a. The Victoria and Albert Museum (the V&A). _____
- b. In 48 Doughty Street, now a museum. _____
- c. Queen Victoria. _____
- d. In 1849, when Henry Harrod opened a small shop. _____

- e. At the Globe Theatre. _____
- f. The Victorian architect, Sir Charles Barry. _____

7. Complete the facts about London by using the verbs given to complete gaps 1–

12. Use past simple, active or passive forms.

Did you know...?

The Iceni tribe, led by the legendary Queen Boadicea, 1) _____ (destroy) the Roman city of Londinium nearly _____ years ago, although it 2) _____ (build) by the Romans.

Most of the crown jewels in the Tower of London date from 3) _____ when new ones (make) for King Charles II and when they were first 4) _____ (show) to the public.

Rat catchers and other pest controllers 5) _____ (can not) prevent epidemics of the plague. The Plague of 1664–5 6) _____ (kill) over _____ Londoners.

The City is the business centre of London. England's famous architect, Christopher Wren, 7) _____ (design) many of its buildings in the _____ century after the Great Fire.

King George II 8) _____ (give) number 10 Downing Street to Sir Robert Walpole in _____. It then 9) _____ (become) the official residence of the Prime Minister.

In the detective stories of Sir Arthur Conan Doyle, Sherlock Holmes 10) _____ (live) at Baker Street. But the building that is the Sherlock Holmes Museum is in fact number _____.

The Houses of Parliament 11) _____ (complete) in _____ but the original palace dates back to 1042. Big Ben is not the name of its world famous clock, but its _____-tonne bell.

The London Eye is a 135-metre high observation wheel which 12) _____ (put) up to celebrate the millennium. On a clear day visitors have a _____-kilometre view of the capital in all directions.



8. Match the tourists' questions (1–6) about two tours in England to the tour guide's answers (a–f).

1. Excuse me, who built the original baths? _____
2. Is it OK if I take a few photos of the staircase? _____
3. What's the 'neo-classical' style? _____
4. How far is it on the train from London? _____

5. Did you say lunch wasn't included? _____

6. Could you drop us off at our hotel? _____

a. Yes sure, but please don't use a flash.

b. The Romans.

c. It's just under two hours on the train.

d. That's right, but I can recommend a good café.

e. Yes, of course, it's included in the tour price.

f. It was the type of architecture from the early 19th century.

8. Match the tourists' questions (1–6) to the two tours in England, Bath Spa (BS), or Harry Potter (HP).

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____



Bath Spa Tour

This 8-hour tour includes the Roman Baths Museum, and an optional 2-hour spa.

The Romans created a complex of baths around the natural hot springs in Aquae Sulis, the Roman name for Bath. The modern Bath Spa opened in 2006 and has a rooftop pool.

Visit Bath's elegant streets.

1 hr 45 mins by train from London.

Price: £99.00 pp (train, entrance fee, spa session & lunch incl.)



Harry Potter Tour

This one-day tour includes locations of the Harry Potter films in London and Oxford.

In London, visit the train station and platform 9¾.

In Oxford, see the grand staircase and the Great Hall that was the model for Hogwarts' Dining Hall.

Prices:

2–6 people: £590

minibus (7–11 people): £935

Included: tour guide, pick up and drop off at your London hotel (entrance & meals not incl.)

UNIT 5

HOTELS

1. Match the words we commonly use together. Match 1–4 with a–d and 5–8 with e–h. Which are room facilities and which are hotel services and facilities?

- | | | | |
|-------------|------------|------------|-----------|
| 1. walk-in | a. centre | 2. baby | b. desk |
| 3. fitness | c. cot | 4. front | d. shower |
| 5. in-room | e. pool | 6. ironing | f. safe |
| 7. swimming | g. service | 7. laundry | h. board |

Hotel services and facilities: _____

Room facilities: _____

2. Complete these sentences with six of the expressions from Exercise 1.

1. Guests can programme the _____ to open with a personal four-digit code.
2. You can phone our 24-hour _____ on 100 if you need anything.
3. Our _____ can collect your washing and ironing and return it the next day.
4. For families with infants, the hotel provides a _____ on request.
5. Baths are disappearing from many hotel rooms as guests prefer a spacious _____.
6. The indoor heated _____ is 25 m long and 1.60 m deep and is open all year.

3. Underline the word in each group that can't be used with the noun on the right.

- | | |
|--|---------------|
| 1. single, walk-in, double, king-size | bed |
| 2. standard, twin, family, queen | room |
| 3. executive, familiar, junior, luxury | suite |
| 4. indoor, wi-fi, outdoor, heated | swimming pool |
| 5. free, valet, secure, in-room | parking |

6. half, breakfast, full, ironing

board

4. Put the words in the box into the correct category.

blanket • computer • duvet • fax • mattress • photocopier • pillow • printer • sheet • scanner • shampoo • shower gel • soap • toiletries • towel

bed	bathroom	business centre
blanket		

5. Match the accommodation type in the box to the correct description.

boutique • budget • business • hostel • luxury • resort

1. _____ : an inexpensive place where travellers, especially young people, can stay, often in dormitories.
2. _____ hotel: provides rooms for meetings, conferences and banquets. It has office services, as well as hi-tech rooms and leisure facilities.
3. _____ , or designer, hotel: offers chic accommodation with a high level of comfort and service.
4. _____ hotel: provides cheap accommodation in basic rooms with limited hotel facilities.
5. _____ hotel: usually in a popular holiday destination. It offers services and facilities for people on vacation, such as an entertainments programme.
6. _____ hotel: offers very high quality, full-service facilities to guests, such as 24-hour room service.

6. Use a prefix (*in, im, dis, un*) to form the opposites of these adjectives that we sometimes use to praise or complain about something.

1. _____ comfortable
2. _____ efficient
3. _____ experienced
4. _____ friendly
5. _____ happy
6. _____ helpful

7. _____ organized

8. _____ polite

7. Match the opposite adjectives.

- | | |
|------------------|--------------|
| 1. affordable | a. dirty |
| 2. clean | b. expensive |
| 3. disappointing | c. noisy |
| 4. fast | d. wonderful |
| 5. polite | e. rude |
| 6. quiet | f. slow |

8. Complete this response to the hotel guest's complaint in Exercise 4 with the correct preposition (about, at, for, on, to, with).

From: info@continental.com

To: talbot@mail.us

Dear Mr Talbot,

Thank you 1) _____ your email about your recent experience 2) _____ our hotel.

We welcome feedback from our guests.

I am sorry that your room was noisy and hot. I can understand that it is difficult to sleep over the sound of the sea. I talked to the reception manager 3) _____ your complaint and she tells me that you requested a room 4) _____ a sea view and you didn't close the window 5) _____ night or use the air-conditioning.

The reception staff offered to move you 6) _____ a room 7) _____ the back of the hotel at the time, which you refused. They also put a fan in your room.

I am also sorry to hear that you feel the member of staff who dealt 8) _____ your complaint was unhelpful. It is not representative of our team who usually receive good feedback from guests. We try our best 9) _____ all our guests and I'm sorry that we didn't meet your expectations 10) _____ this occasion.

Once again, I apologize for the inconvenience caused during your stay with us. I hope you will come back soon and give us an opportunity to restore your confidence in our hotel.

UNIT 6

FOOD AND BEVERAGE

1. Put the words into four food groups.

apple • banana • beef • cabbage • carp • carrot • chicken • cod • cucumber • duck • lamb • mango
• onion • orange • pineapple • potato • rabbit • salmon • trout • tuna

Meat	Fish
beef	
Fruit	Vegetable

2. A good dictionary has a lot of information about a word. Look at this extract from the Longman Dictionary of Contemporary English and label the parts a–f.

- definition
- indicates stressed syllable
- example sentence
- part of speech (noun, verb, adjective, etc.)
- countable or uncountable noun, or both
- symbol for English

1 2 3 4 5

des.sert /dɪ'zɜ:t/ \$-3:rt/ n [C, U] sweet food served after the main part of the meal: **for dessert** *What are we having for dessert?*

6

3. Match the group of words to the categories in the box. Which word in each group is different and why? Put the word with the correct category.

beverages condiments dairy products grain products
 herbs and spices seafood and shellfish

- butter, cereal, cheese, milk, yoghurt _____
- bread, mint, noodles, pasta, rice _____

3. decaf coffee, juice, milk, sparkling water, squid _____
4. clam, mussel, prawn, octopus, tea _____
5. curry, garlic, ketchup, paprika, parsley _____
6. ice cream, olive oil, pepper, salt, vinegar _____

4. Write the plural forms of the words in the table in the correct categories, as in the example.

anniversary business chef customer glass guest knife lunch man mango
meal order potato vegetable waitress woman

-s	-es	-ies	other
		anniversaries	

5. Read this advertisement for a catering company and choose the correct plural or singular form of the words in the box to complete it.

allergy • child • company • dish • party • person • sandwich • tomato

Are you planning a 1) _____ for your child's next birthday?
 Our 2) _____ can help you with the food so you can relax and enjoy the day.
 We specialize in catering for 3) _____ and young 4) _____.
 Our menu options include everything from traditional 5) _____ and cakes, to
 more healthy options, such as 6) _____, cheese and fruit.
 Snack food and buffets are popular with kids, so we present party food on separate
 serving 7) _____ and they can choose what they want.
 We also cater for special needs, such as vegetarian diets and children with food
 8) _____.

6. Complete this restaurant dialogue with some, any, much, many or lots of.

Waiter: Would you like 1) _____ drinks before you order your meal?

Sarah: Yes please. I'll have a sparkling water with 2) _____ ice.

David: A tonic water for me, please. I don't want 3) _____ ice.

Waiter: Certainly, I'll get your drinks.

Sarah: There aren't 4) _____ customers in here.

David: It's still early. I expect there'll be 5) _____ of people later.

Sarah: And there aren't 6) _____ meat dishes on the menu.

David: It's a seafood restaurant, Sarah! There are 7) _____ fish dishes.

Sarah: Well, we haven't got 8) _____ time. Let's order when the waiter comes back.

David: Good idea. Fresh cod sounds good!

7. Complete the description of the three international dishes using the words in the box.

added • Hungary • Iraqi • Korea • made • made of • marinated • seasoned • served
with • side dish • spicy • sprinkled

Goulash is originally from 1) _____, a tasty stew or a soup, usually 2) _____ with beef, onions, vegetables, and 3) _____ with paprika and other spices. Potato and noodles (galuska in Hungarian) are also 4) _____ in some recipes.

Masgouf, or Masgūf, is a traditional 5) _____ dish. Open-cut fish is 6) _____ in olive oil, salt, pepper and tamarind, and then barbecued. When cooked, it is 7) _____ with lemon or lime juice and 8) _____ rice, flatbreads and salad.

Kimchi is a traditional 9) _____ vegetable dish in 10) _____. It's usually 11) _____ cabbage. Kimchi is a typical 12) _____ with most meals, and also a common ingredient in soups, stews and rice dishes.

8. Read this restaurant review and answer the questions.

1. What type of cuisine does Sakura serve? _____
2. How many people can sit around the hibachi? _____
3. Which two special diets does Sakura cater for? _____
4. What will entertain children? _____
5. Who will especially enjoy this restaurant? _____
6. What's the best day and time to go with young children? Why? _____

Sakura

average price: €40 per head

set menu: €29

Checklist

- ✓ vegetarian-friendly
- ✓ wheelchair access & disabled toilets
- ✓ private dining room (maximum 12 people)
- ✓ child-friendly
- ✓ highchairs available
- ✓ low-calorie dishes



Freshly cooked food and the theatrical performances of the chefs make this establishment very entertaining. Watch the chefs chop, throw around and carefully pour meat, fish and vegetables. Take your kids to see this spectacle.

The menu is mainly Japanese multi-course teppanyaki style meals. Diners sit around a communal hot-plate (hibachi) table for eight. Each table's personal chef brings in the ingredients and prepares the food before your eyes. He then serves it, freshly cooked and steaming hot.

Prices aren't cheap but then meals such as the tuna steak served with teriyaki sauce, and the Sakura Delight, which is hibachi fillet steak with mushrooms, offer good value for money. And all the meals come with a prawn appetizer, a loin soup and steamed rice.

The clientele consists of mainly families and noisy parties. On Sunday lunchtimes under tens get their own menu which includes a selection from chicken, burgers and pasta meals.

9. Read the review again and find a word, part of a word, or phrase which means ...

1. suitable for particular people _____
2. chairs with long legs, and a small table, for a baby or a small child ____
3. meal with several parts _____
4. people eating in a restaurant _____

5. the price you pay is reasonable _____
6. small amount of food eaten before a meal _____
7. people who regularly use a shop or restaurant _____
8. groups of people eating together in a restaurant _____

APPENDIX A

No.	English Term	Ukrainian Equivalent
1	Accommodation	проживання
2	Adventure tourism	пригодницький туризм
3	Airline	авіакомпанія
4	Arrival	прибуття
5	Attraction	туристична пам'ятка
6	Backpacker	турист-мандрівник із рюкзаком
7	Baggage	багаж
8	Boarding pass	посадковий талон
9	Booking	бронювання
10	Boutique hotel	бутик-готель
11	Business travel	діловий туризм
12	Cabin luggage	ручна поклажа
13	Cancellation	скасування бронювання
14	Carry-on baggage	ручна поклажа
15	Charter flight	чартерний рейс
16	Check-in	реєстрація
17	Check-out	виїзд із готелю
18	City break	коротка міська подорож
19	Coach tour	автобусний тур
20	Concierge	консьєрж
21	Conference tourism	конференц-туризм
22	Cultural tourism	культурний туризм
23	Currency exchange	обмін валюти

No.	English Term	Ukrainian Equivalent
24	Customs	митниця
25	Day trip	одноденна подорож
26	Departure	відправлення
27	Destination	туристичний напрямок
28	Direct flight	прямий рейс
29	Domestic tourism	внутрішній туризм
30	Double room	двомісний номер
31	Eco-tourism	екотуризм
32	Excursion	екскурсія
33	Ferry	пором
34	Flight attendant	бортпровідник
35	Full board	повний пансіон
36	Gate	вихід на посадку
37	Guest	гість
38	Guided tour	екскурсія з гідом
39	Guide	екскурсовод
40	Half board	напівпансіон
41	Heritage site	об'єкт культурної спадщини
42	High season	високий сезон
43	Holiday	відпустка
44	Hostel	хостел
45	Hospitality	гостинність
46	Hotel reservation	бронювання готелю
47	Immigration	паспортний контроль
48	Inclusive tour	комплексний тур

No.	English Term	Ukrainian Equivalent
49	Insurance	страхування
50	Itinerary	маршрут подорожі
51	Journey	подорож
52	Landmark	визначна пам'ятка
53	Layover	пересадка
54	Leisure tourism	рекреаційний туризм
55	Local cuisine	місцева кухня
56	Low season	низький сезон
57	Luggage claim	видача багажу
58	Luxury hotel	готель класу люкс
59	Medical tourism	медичний туризм
60	Museum	музей
61	National park	національний парк
62	Online booking	онлайн-бронювання
63	Package holiday	пакетний тур
64	Passport	паспорт
65	Passenger	пасажир
66	Peak season	пік туристичного сезону
67	Reception	рецепція
68	Receptionist	адміністратор готелю
69	Resort	курорт
70	Reservation	резервація, бронювання
71	Return ticket	квиток в обидва боки
72	Room service	обслуговування номерів
73	Scenic route	мальовничий маршрут

No.	English Term	Ukrainian Equivalent
74	Self-catering	проживання без харчування
75	Sightseeing	огляд визначних пам'яток
76	Single room	одномісний номер
77	Souvenir	сувенір
78	Spa resort	спа-курорт
79	Sustainable tourism	сталий туризм
80	Tourist	турист
81	Tourist attraction	туристична пам'ятка
82	Tourist information centre	туристично-інформаційний центр
83	Tour guide	туристичний гід
84	Tour operator	туроператор
85	Tourism industry	туристична індустрія
86	Travel agency	туристичне агентство
87	Travel document	проїзний документ
88	Travel insurance	туристичне страхування
89	Travel itinerary	маршрут подорожі
90	Travel voucher	туристичний ваучер
91	Trekking	трекінг
92	Visa	віза
93	Visa-free travel	безвізові подорожі
94	Walking tour	пішохідна екскурсія
95	Weekend break	подорож на вихідні
96	Wildlife tourism	туризм дикої природи
97	World Heritage Site	об'єкт Світової спадщини ЮНЕСКО
98	Youth hostel	молодіжний хостел

No.	English Term	Ukrainian Equivalent
99	Zip code	поштовий індекс
100	Zone ticket	зональний квиток

APPENDIX B

No.	English Phrase	Український переклад
1	Welcome to our hotel.	Ласкаво просимо до нашого готелю.
2	How may I help you?	Чим я можу Вам допомогти?
3	Do you have a reservation?	Чи маєте Ви бронювання?
4	May I see your passport, please?	Чи можу я побачити Ваш паспорт?
5	Please fill in the registration form.	Будь ласка, заповніть реєстраційну форму.
6	Your room is ready.	Ваш номер готовий.
7	Here is your room key.	Ось ключ від Вашого номера.
8	Breakfast is served from 7 to 10 a.m.	Сніданок подається з 7:00 до 10:00.
9	Check-out time is at 11 a.m.	Час виселення — 11:00.
10	Enjoy your stay!	Бажаємо Вам приємного перебування!
11	Would you like a single or a double room?	Ви бажаєте одномісний чи двомісний номер?
12	The room overlooks the sea.	Номер виходить на море.
13	The hotel offers free Wi-Fi.	Готель пропонує безкоштовний Wi-Fi.
14	Your reservation has been confirmed.	Ваше бронювання підтверджено.
15	Unfortunately, the hotel is fully booked.	На жаль, у готелі немає вільних номерів.

No.	English Phrase	Український переклад
16	Can I help you with your luggage?	Чи можу я допомогти з Вашим багажем?
17	The airport shuttle leaves every hour.	Трансфер до аеропорту відправляється щогодини.
18	Your flight has been delayed.	Ваш рейс затримується.
19	Please proceed to Gate 12.	Будь ласка, пройдіть до виходу №12.
20	May I see your boarding pass?	Будь ласка, покажіть Ваш посадковий талон.
21	Where would you like to travel?	Куди Ви бажаєте подорожувати?
22	We recommend this package tour.	Ми рекомендуємо цей пакетний тур.
23	The price includes accommodation and breakfast.	У вартість входять проживання та сніданок.
24	Travel insurance is strongly recommended.	Наполегливо рекомендуємо оформити туристичне страхування.
25	The tour lasts five days.	Тур триває п'ять днів.
26	The guided tour starts at 9 a.m.	Екскурсія з гідом починається о 9:00.
27	Please arrive 15 minutes early.	Будь ласка, приходьте за 15 хвилин до початку.
28	The entrance fee is included.	Вхідний квиток включено у вартість.
29	Would you like to join the excursion?	Бажаєте приєднатися до екскурсії?
30	This destination is popular with tourists.	Цей напрямок популярний серед туристів.
31	The weather is perfect for sightseeing.	Погода чудово підходить для огляду визначних пам'яток.
32	Please keep your valuables safe.	Будь ласка, бережіть свої цінні речі.

No.	English Phrase	Український переклад
33	Follow your tour guide.	Слідуйте за Вашим екскурсоводом.
34	The museum is open every day.	Музей відкритий щодня.
35	Photography is allowed.	Фотографувати дозволено.
36	Please do not touch the exhibits.	Будь ласка, не торкайтеся експонатів.
37	The bus departs at 8:30.	Автобус відправляється о 8:30.
38	The return transfer is included.	Зворотний трансфер включено у вартість.
39	Would you like a window seat?	Бажаєте місце біля вікна?
40	Thank you for choosing our company.	Дякуємо, що обрали нашу компанію.
41	Have a pleasant journey!	Бажаємо приємної подорожі!
42	We hope to see you again.	Сподіваємося побачити Вас знову.
43	Please contact us if you need any assistance.	Будь ласка, звертайтеся до нас, якщо Вам потрібна допомога.
44	Can I book a tour for tomorrow?	Чи можу я забронювати тур на завтра?
45	The cancellation policy is available on our website.	Правила скасування бронювання доступні на нашому вебсайті.
46	Your guide will meet you in the hotel lobby.	Ваш гід зустріне Вас у холі готелю.
47	The tour includes all entrance tickets.	Тур включає всі вхідні квитки.
48	Please keep your ticket until the end of the tour.	Будь ласка, зберігайте свій квиток до завершення туру.
49	Thank you for travelling with us.	Дякуємо, що подорожуєте з нами.
50	We wish you a safe trip home.	Бажаємо Вам щасливої дороги додому.

LIST OF RECOMMENDED LITERATURE

1. Дистанційний курс дисципліни у віртуальному освітньому середовищі на платформі MOODLE ХНУМГ ім. О. М. Бекетова [Електрон. ресурс] / Харків. нац. ун-т міськ. госп-ва ім. О. М. Бекетова : сайт. – Електрон. текст. дані. – Харків : ХНУМГ ім. О. М. Бекетова, 2021. – Оновлюється постійно. – Режим доступу: <https://dl.kname.edu.ua/>, вільний (дата звернення: 15.12.2025). – Назва з екрана.

2. Іноземна мова за професійним спрямуванням : навч. посіб. для студ. 1 курсу всіх спеціальностей університету [Електрон. ресурс] / О. В. Анісенко, О. В. Гаврилова, Ю. С. Максименко, Т. В. Михайлова; Харків. нац. ун-т міськ. госп-ва ім. О. М. Бекетова. – Електрон. текст. дані. – Харків: ХНУМГ ім. О. М. Бекетова, 2021. – 131 с. – Режим доступу: <https://eprints.kname.edu.ua/59225/>, вільний (дата звернення: 15.12.2025). – Назва з екрана.

3. Dubicka I. English for International Tourism. Pre-Intermediate Coursebook / I. Dubicka, M. O'Keeffe. – 2nd ed. Harlow : Pearson Education, 2013. – 128 p.

4. Dubicka I. English for International Tourism. Pre-Intermediate Workbook / I. Dubicka, M. O'Keeffe. – 2nd ed. Harlow : Pearson Education, 2013. – 65 p.

Information resources:

1. BBC Learning English [Electronic resource] : website. – Electronic text data. – Regime of access: <https://www.bbc.co.uk/learningenglish/>, free (date of the application: 01.10.2025). – Header from the screen.

2. British Council: Learn English [Electronic resource] : website. – Electronic text data. – Regime of access: <https://www.top5languagelearning.com/live-english?tmpl=1.6&keyword=english%20courses&cmpgid=15913662909&adgrpid=136176783790&kwid=kwd-11427921&geoid=1012866&mt=p&nw=s&de=c&adcat=575568930667&adpst=&de=mdl=&plcmt=&adacc=4094802329&gclid=CjwKCAiAuaKfBhBtEiwAht6H72rbcF1>

GebLwwq_kEE-

lWe13BYPEcYSIk5HgeoWF6g0RZtWmCgGDUhoC6TkQAvD_BwE, free (date of the application: 01.10.2025). – Header from the screen.

3. English Language Learning Online [Electronic resource] : website. – Electronic text data. – Regime of access: <https://www.cambridgeenglish.org/learning-english/>, free (date of the application: 01.10.2025). – Header from the screen.

Електронне навчальне видання

Методичні рекомендації
для організації самостійної роботи з дисципліни

ІНОЗЕМНА МОВА ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ

*(для здобувачів першого (бакалаврського) рівня вищої освіти денної та заочної
форм навчання за спеціальністю J2 – Готельно-ресторанна справа та
кейтеринг)*

(Англ., укр. мовами)

Укладачі: **АНІСЕНКО** Олена Володимирівна,
РИЖЕНКО Марина Володимирівна

Відповідальний за випуск *О. Л. Ільєнко*
За авторською редакцією

Комп'ютерне верстання *О. В. Анісенко, Є. Г. Панова*

План 2026, поз. 285М

Підп. до друку 21.07.2026. Формат 60 × 84/16.
Ум. друк. арк. 2,1.

Видавець і виготовлювач:
Харківський національний університет
міського господарства імені О. М. Бекетова,
вул. Чорноглазівська, 17, Харків, 61002.
Електронна адреса: office@kname.edu.ua
Свідоцтво суб'єкта видавничої справи:
ДК № 8386 від 14.07.2025.