

Частного профессионального образовательного учреждение
«Магнитогорский колледж современного образования»

Принят

методическим советом

ЧПОУ «Магнитогорский колледж
современного образования»

Протокол № 6 от 27.06.2022г.



**КОНТРОЛЬНО-ОЦЕНОЧНЫЕ СРЕДСТВА
ПО УЧЕБНОЙ ДИСЦИПЛИНЕ
ОП. 03 Иностраный язык в сфере профессиональной
коммуникации
программы подготовки специалистов среднего звена
по специальности 43.02.10 Туризм
(базовой подготовки)**

Магнитогорск, 2022г.

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Техническая экспертиза комплекта контрольно-оценочных средств учебной дисциплины **ОП. 03 Иностранный язык в сфере профессиональной коммуникации** пройдена.

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1. ПАСПОРТ КОМПЛЕКТА КОНТРОЛЬНО-ОЦЕНОЧНЫХ СРЕДСТВ

1.1. Область применения контрольно-оценочных средств

Комплект КОС для проверки и оценки результатов освоения учебной дисциплины **ОП 03 Иностранный язык в сфере профессиональной коммуникации** программы подготовки специалистов среднего звена (далее ППССЗ) по специальности **43.02.10 Туризм**.

Контрольно-оценочные средства (КОС) представляют собой комплект материалов для проведения промежуточной аттестации и текущего контроля.

КОС предназначены для проверки усвоенных знаний и усвоенных умений по дисциплине в целях овладения предусмотренных стандартом общих и профессиональных компетенций, а также для оценки достижения обучающимися личностных результатов.

Комплект контрольно-оценочных средств позволяет оценивать:

1.Формирование элементов профессиональных компетенций (ПК) и элементов общих компетенций (ОК):

Профессиональные компетенции:

- ПК 1.2. Информировать потребителя о туристских продуктах.
- ПК 1.4. Рассчитывать стоимость турпакета в соответствии с заявкой потребителя.
- ПК 2.2. Инструктировать туристов о правилах поведения на маршруте.
- ПК 2.5. Контролировать качество обслуживания туристов принимающей стороной.
- ПК 3.2. Формировать туристский продукт.
- ПК3.4. Взаимодействовать с турагентами по реализации и продвижению туристского продукта.

Общие компетенции:

- ОК. 1. Понимать сущность и социальную значимость своей будущей профессии, проявлять к ней устойчивый интерес
- ОК. 2. Организовывать собственную деятельность, выбирать типовые методы и способы выполнения профессиональных задач, оценивать их эффективность и качество.
- ОК. 3. Принимать решения в стандартных и нестандартных ситуациях и нести за них ответственность.
- ОК. 4. Осуществлять поиск и использование информации, необходимой для эффективного выполнения профессиональных задач, профессионального и личностного развития.
- ОК. 5. Использовать информационно-коммуникационные технологии в профессиональной деятельности.
- ОК. 6. Работать в коллективе и команде, эффективно общаться с коллегами, руководством, потребителями.
- ОК. 7. Брать на себя ответственность за работу членов команды (подчиненных), результат выполнения заданий.
- ОК. 8. Самостоятельно определять задачи профессионального и личностного развития, заниматься самообразованием, осознанно планировать повышение квалификации.

ОК. 9. Ориентироваться в условиях частой смены технологий в профессиональной деятельности.

2. Освоение умений и усвоение знаний

Освоенные умения, усвоенные знания	Показатели оценки результата	Форма контроля и оценивания
У 1	Умение вести беседу (диалог, переговоры) профессиональной направленности на английском языке	Оценка выполнения индивидуальных заданий, фронтальный опрос
У 2	Умение составлять и осуществлять монологические высказывания по профессиональной тематике (презентации, выступления, инструктирование)	Проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий письменный опрос
У 3	Умение вести деловую переписку по-английски	практические занятия: проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий письменный опрос
У 4	Умение составлять и оформлять рабочую документацию, характерную для сферы туризма, по-английски	практические занятия: проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий письменный опрос
У5	Умение составлять тексты рекламных объявлений по-английски	практические занятия: проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий письменный опрос
У 6	Профессиональное использование словарей, справочников и других источников	практические занятия: проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий письменный опрос
З. 1	Знание лексического (2500 – 2900 лексических единиц) и грамматического минимума, необходимого для овладения устными и письменными формами профессионального общения по-английски	проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий письменный опрос, тестирование, контрольные работы, составление сравнительных грамматических таблиц

3. 2	Иностранный язык делового общения: правила ведения деловой переписки, особенности стиля языка и деловых писем, речевая культура общения по телефону, правила составления текста и проведения презентации рекламной услуги (продукта)	практические занятия: проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий фронтальный опрос
3. 3	Правила пользования специальными грамматическими, терминологическими словарями	практические занятия: проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий фронтальный опрос
3. 4	Правила пользования электронными словарями	практические занятия: проверка выполнения внеаудиторной самостоятельной работы, выполнение индивидуальных заданий фронтальный опрос.

3. Формирование личностных результатов реализации программы воспитания по специальности:

В рамках программы учебной дисциплины осуществляется **формирование личностных результатов** реализации программы воспитания по специальности:

ЛР 2. Проявляет активную гражданскую позицию, демонстрирующий приверженность принципам честности, порядочности, открытости, экономически активный и участвующий в студенческом и территориальном самоуправлении, в том числе на условиях добровольчества, продуктивно взаимодействующий и участвующий в деятельности общественных организаций.

ЛР 5. Демонстрирует приверженность к родной культуре, исторической памяти на основе любви к Родине, родному народу, малой родине, принятию традиционных ценностей многонационального народа России.

ЛР 8. Проявляет и демонстрирует уважение к представителям различных этнокультурных, социальных, конфессиональных и иных групп. Проявляет и демонстрирует сопричастность к сохранению, преумножению и трансляции культурных традиций и ценностей многонационального российского государства.

ЛР 14. Проявляет сознательное отношение к непрерывному образованию как условию успешной профессиональной и общественной деятельности.

ЛР 15 Проявляет гражданское отношение к профессиональной деятельности как к возможности личного участия в решении общественных, государственных, общенациональных проблем.

1.2. Система контроля и оценки освоения программы учебной дисциплины

1.2.1. Форма промежуточной аттестации по УД

Таблица 2

Учебная дисциплина	Формы промежуточной аттестации
1	2
П.00 Профессиональный цикл ОП 03 Иностранный язык в сфере профессиональной коммуникации	экзамен

1.2.2. Организация текущего контроля успеваемости и промежуточной аттестации по итогам освоения программы учебной дисциплины

В период обучения образовательной программе СПО осуществляется текущий контроль успеваемости студентов, промежуточная и итоговая аттестация по учебной дисциплине.

Текущий контроль осуществляется в пределах учебного времени, отведенного на учебную дисциплину, оценивается по пятибалльной шкале. Текущий контроль проводится с целью объективной оценки качества освоения программы дисциплины, а также стимулирования учебной деятельности студентов, подготовки к промежуточной аттестации и обеспечения максимальной эффективности учебного процесса. Для оценки качества подготовки используются различные формы и методы контроля. Текущий контроль учебной дисциплины осуществляется в форме устного опроса; защиты практических заданий, реферата, творческих работ; выполнения контрольных и тестовых заданий; решения ситуационных задач и других форм контроля, предусмотренных программой учебной дисциплины.

Промежуточная аттестация проводится в форме экзамена.

В период сложной санитарно-эпидемиологической обстановки или других ситуациях невозможности очного обучения и проведения аттестации студентов колледж реализует образовательные программы или их части. Колледж применяет электронное обучение, дистанционные образовательные технологии в предусмотренных законодательством формах обучения или при их сочетании, при проведении учебных занятий, текущего контроля успеваемости, итоговой аттестации обучающихся.

Формы и процедура текущего контроля и промежуточной аттестации знаний студентов определяются положениями: «О текущем контроле и промежуточной аттестации обучающихся», «О применении электронного обучения, дистанционных образовательных технологий при реализации образовательных программ», «Об организации образовательного процесса в ЧПОУ «МКСО» в связи с профилактическими мерами, связанными с угрозой коронавирусной инфекции».

1.2.3. Оценка достижения обучающимися личностных результатов.

Оценка личностных результатов проводится в рамках контрольных и оценочных процедур, предусмотренных настоящей программой.

Оценка личностных результатов обучающимися:

- ответственность за результат учебной деятельности и подготовки к профессиональной деятельности;
- проявление высокопрофессиональной трудовой активности;
- участие в конкурсах профессионального мастерства, олимпиадах по профессии, викторинах, в предметных неделях;
- участие в конкурсах профессионального мастерства и проектов.

2. ЗАДАНИЯ ДЛЯ КОНТРОЛЯ И ОЦЕНКИ ОСВОЕНИЯ ПРОГРАММЫ УЧЕБНОЙ ДИСЦИПЛИНЫ

2.1. Задания для текущего контроля

Структура контрольно-оценочных средств:

Назначение:

КОС предназначен для контроля и оценки результатов освоения темы «Профессиональные навыки туристического гида»

I. Форма: контрольная работа.

Умение соотнесения слов и их определений.

Знание перевода слов.

Задание:

1. Match the words (1 – 9) to their definitions (a – i)
 1. Travel
 2. Journey
 3. Trip
 4. Ride
 5. Voyage
 6. Flight
 7. Excursion
 8. Sightseeing tour
 9. Cruise
 - a) The act of travelling from one place to another
 - b) When you are on a ship that stops at several cities and places
 - c) When you are on holiday and go to visit another place
 - d) When you go around the city to see the most important sights
 - e) A journey made in an aircraft
 - f) A journey involving travelling by sea
 - g) The act of travelling
 - h) A journey in which you generally leave and come back in a short time
 - i) A journey by taxi, bus or coach

2. Translate the words and their definitions into Russian

3. Прочитайте и переведите текст:

AIRPORT FORMALITIES

According to the international standards passengers are to arrive at the airport two hours before departure time on international flights and domestic flights. The reason is that passengers should have enough time to complete all necessary airport formalities.

At the airport passengers should check the time of the flight to make sure that it is not delayed, cancelled, or altered. This information is available on the flight information display or at the inquiry office.

Passengers are to fill in customs declarations in one of the international languages or in the language of the country they depart from. They go to the Customs for an examination of their luggage. In some cases the Customs officer may ask you to open your bags and suitcases for inspection. This is done in order to prevent smuggling.

II. Форма: практическая работа № 1

Умение читать, переводить вопросы на английский язык и отвечать на них по-английски.

Знание построения вопросительных форм.

Задание:

1. Read the text:

WHAT IS A TOUR OPERATOR

A tour operator is a person responsible for actual planning of the trip. He is the one who reserves the tickets, hotels, transportation, destination and even meals. Sometimes they might even arrange a tour guide to guide you through your destination. So we can say that a tour operator offers a complete package. A tour operator is involved in your vacation right from the planning of your trip to the point you return home. He works for you throughout your holiday and he reaps the maximum benefit from your deal.

2. Translate the following questions into English and answer them in English:

- а) Что такое туроператор?
- б) Что именно входит в обязанности туроператора?
- в) Отвечает ли туроператор за питание туриста?
- г) Что входит в полный пакет услуг, предоставляемых туроператором?
- д) Как долго туроператор работает с клиентом?

III. Форма: практическая работа № 2

Умение отвечать на вопросы по-английски, переводить предложения на русский язык.

Знание построения ответов на вопросы.

Задание:

1. Below are the questions that a travel agent might ask his/her client. Convert these closed questions into open ones:

- a) Do you want to be in the USA for two weeks?
- b) Are you interested in visiting Las Vegas?
- c) Do you want to stay in hotels?
- d) Are you travelling in a group?
- e) Can you go in the spring?
- f) Are you prepared to pay a lot of money?

2. Translate the following sentences into Russian:

- a) The travel agent is the person who is involved in selling the tour package.
- b) An agent is a person or business authorized to act on other's behalf.
- c) A travel agent can help you to choose the ideal package.
- d) The ideal package is supposed to be based on your budget and preferred destinations.
- e) Some people prefer to arrange their own tours.
- f) Some people prefer to obtain the services of a travel agent

Назначение:

КОС для контроля и оценки результатов освоения темы «Перспективы развития туризма в России»

Форма: практическая работа.

Умение определять содержание текста.

Знание происхождения туризма.

Задание

1. Read the text about the origins of tourism.

People have always travelled. The first tribes were nomadic and travelled from one place to another to find food.

Armies travelled to conquer other countries, to defend their own borders from invaders, or to defend places like Jerusalem (in the case of the Crusaders).

In the Middle Ages, pilgrims travelled to faraway churches so they could worship their saints.

They were, perhaps, the first tourists as they were peaceful and just needed food and shelter along the way. In England, inns were built along the most important routes to places such as Canterbury where pilgrims went to pray at the shrine of St. Thomas More.

Even if the original pilgrims gave rise to the first kind of tourism industry, they were not meant for pleasure and travelling conditions were hard.

The idea of tourism as a pleasant way to spend your time originated towards the end of the 17th century when the term "Grand Tour" first appeared.

The Grand Tour was the traditional European trip taken by mainly British aristocratic young men during the 17th, 18th and 19th centuries to the most important cities of Europe, such as Paris, Rome, Venice, to study classical art and architecture.

2. Read the text again and decide if the sentences are true (T) or false (F)

1. People started travelling in the 17th century. T/F
2. People travelled for mainly religious purposes during the Middle Ages. T / F.
3. Inns were places where people could sleep and eat. T/F
4. Pilgrims travelled comfortably. T/F
5. Everybody could go on a Grand Tour. T/F

Назначение:

КОС для контроля и оценки результатов освоения темы «**Будущее туризма в России**».

I. Форма: контрольная работа.

Умение перевода выражений на русский язык, составления новых фраз.

Знание фраз.

Задание

1. Translate the following expressions into Russian:

1. Customer service
2. Interpersonal skills
3. Self-sufficiency
4. Good timekeeper
5. Entry-level post
6. Minimum national wage
7. Clean driving licence
8. Technical-level post
9. Physically strenuous
10. Unsociable hours

2. Put the verbs and nouns together to make new phrases:

1. Draw up
2. Make
3. Manage
4. Run
5. Set up
6. Take

- a) Bookings
- b) Equipment

- c) Errands
- d) Rotas
- e) Staff
- f) The beds

Назначение:

КОС для контроля и оценки результатов освоения темы «**Коммуникация**».

I. Форма: практическая работа.

Умение вставлять пропущенные фразы в диалог.

Знание фраз.

Задание

1. Insert the missing phrases instead of figures into the following conversation:

- Good morning, Ms Brown. Please take a seat.
- Thank you. Can you tell me about your ...1 ?
- I have a degree in Public Relations from the University of Rome.
- OK. I see that you can speak 2... Italian, English and Chinese. You are also good at Spanish and French. Brighton has a lot of tourists all year round so languages are very useful. People come here from all over the world.
- That's why I chose to move to Brighton. It's so exciting.
- But, so is London. So, could you tell me why you want to work with us?
- I want to live near the sea. London is OK, but I want to be out of the city. When I read ..3.. and the information about your hotel, it seemed ..4.
- Why do you think you would be good ..5.?
- I think you need young people in an industry like this. You also need a qualified manager and I have ...6.
- OK, Ms Brown. It has been a pleasure talking to you. ..7..
- Thank you.

The missing phrases: a lot of experience; we'll be in touch; the ideal job for me; for the job; fluent; job advert; qualifications

II. Форма: практическая работа.

Умение написания адреса.

Знание основных видов деловой переписки.

Задание

Think of possible addresses to the following letters

Dear Ms Okada

Please could you reserve two Executive Grade rooms from 3 June to 18 June inclusive for Mr. P.R. Dell and Ms B. Newsome? I would be grateful if you could confirm these reservations by return.

With best regards

Beth Cowan

Dear Sir/Madam

We are holding our annual conference this year in Kyoto and are looking for a hotel which can offer us accommodation and conference facilities from Thursday 14 November to about 4.00 p.m. on Sunday 17 November.

We require accommodation and full board for 60 delegates, 15 of whom will be accompanied by their wives. Therefore, we will need 45 single and 15 double rooms for three nights. We would also like coffee and tea to be served to the delegates mid-morning and mid-afternoon on each day of the conference.

For the sessions we will need a room with full conference facilities that can accommodate 60 to 70 people. Please would you send us a list of your tariffs and let us know what discounts you allow for block bookings?

Yours faithfully

W. Herron (Ms)

III. Форма: практическая работа.

Умение заполнять регистрационную форму.

Знание организации гостиничных услуг.

Задание

Complete the hotel registration form:

HOTEL INTERCONTINENTAL

PARIS

(1) Surname:

First name:

(2) Address:.....

(3) City:Country:Postal Code:

(4) Type of room: single room double room single occupancy double room with bath shower bath@ shower

(5) Type of board: full board half board B@B

(6) Arrival Date:Departure Date: Total: nights

I authorize the Paris Intercontinental Hotel to charge my credit card with the full amount due.

(7) Credit Card type: Signature: Room number:

Назначение:

КОС для контроля и оценки результатов освоения темы «Обмен мнениями о путешествии».

I. Форма: практическая работа.

Умение работы с партнёром.

Знание ресторанного бизнеса

Задание

1. Work with a partner to design a three-course menu. Give a choice of two or three dishes for each course. Make sure you know what's in the dishes. Take turns to be customer and server. Practice explaining the dishes to your partner.

2. Work with a different partner. Take turns to be customer and server.

II. Форма: практическая работа.

Умение использования правильной формы глаголов.

Знание форм глаголов.

Задание

1. Write the correct imperative form of the verbs in brackets:

The train station is very crowded, (leave) your bag there.

1.(be) late!

2. It's very hot today, please, (close) the window.

3. To get to the center of the city (take) the 61 bus.

4. We are closing now, (come) and (see) the museum tomorrow.
5. (meet) your guide at the bus stop.
6. (visit) the Museum of Modern Art.
7. If you are in Italy (eat) pizza!

2. Read the following dialogue and put the verbs in brackets in the correct form.

Guide: This way, madam, (follow) me.

Tourist: What for?

Guide: This way, madam, for the Florence Sightseeing Tour.

Tourist: Where does the tour go?

Guide: The Florence sightseeing tour (cover) the most important churches and places of interest in Florence. It (cost) 15 euros. The tour (leave) in five minutes.

Tourist: When is it due back?

Guide: The tour (last) about six hours. It's the best way to see Florence.

Tourist: Is it? And is it a guided tour?

Guide: All our tours are guided tours, madam.

Tourist: How much does the guide charge?

Guide: Nothing. There is no charge for the guide. Now, this way, please. (come) this way. The coach..... (leave) in two minutes.

III. Форма: контрольная работа.

Умение использования предлогов.

Знание особенности передвижения железнодорожным, воздушным, морским транспортом.

Задание

Which type of transport:

1. Can be quite expensive if you travel overnight?
2. Has a low environmental impact?
3. Has a luxury version with all-inclusive packages?
4. Has limits on passenger luggage?
5. Has long security checks?
6. Has unpredictable arrival times?
7. Is convenient because you can choose your own route?
8. Is not environmentally friendly?
9. Operates between mainlands or islands?
10. Has guaranteed departure and arrival times?

2. Complete the sentences with the missing prepositions:

1. Don't go..... big cities....car. Go....train. It will take you....the heart of the city and then you can see the most important sights.....bus.
2. My class is going.....a school trip next week. We are goingStratford-upon Avon....Coach.
3. I have to go.....a business trip next week. I'm going....Berlin and I'm going....plane.

Назначение:

КОС для контроля и оценки результатов освоения темы «Советы для посещения».

I. Форма: практическая работа.**Умение** чтения и перевода.**Знание** классификации средств размещения.**Задание**

Read the text about accommodation services and facilities and translate it into Russian.

The kind of facilities and services available to you on holiday varies greatly according to your choice of accommodation. Catered such as hotels, guest houses, B&Bs is generally categorized using a star system which varies from country to country.

Generally one star tends to indicate basic accommodation, offering basic facilities, such as en suite bathrooms and TVs in all rooms and services such as daily room cleaning.

Two stars may additionally offer guests complimentary toiletries such as shower gel and a reading light.

Three star hotels often also provide a hairdryer and telephone in every room as well as internet access, and the hotel reception is staffed for around 14 hours.

The reception of a four star hotel should be manned for up to 18 hours, have a refrigerator mini bar or room service for drinks.

Finally five star luxury accommodation should offer a reception area staffed 24/7 by multilingual staff, a doorman to welcome guests, a porter to take luggage to your room and a safe in the room for valuables.

II. Форма: практическая работа.**Умение** ответов на вопросы.**Знание** приема и размещения гостей**Задание**

Answer the following questions:

1. How can you describe the choice of tourist accommodation nowadays?
2. Are hotels accommodations at the high end of the market?
3. Describe several types of economy accommodations.
4. When can you visit a time share?
5. Where do you place a sender's address?
6. What kind of accommodation does private holiday rental offer?

III. Форма: практическая работа.**Умение** написания объявления.**Знание** классификации средств размещения.**Задание** маркетинга в сфере туризма

You are the marketing team for a big travel company. Choose your target customer and write an advert marketing the holiday to them. Remember the 4 Ps (Product, Place, Price and Promotion) and decide what media to advertise through.

Назначение:

КОС для контроля и оценки результатов освоения темы «Советы для путешественников».

I. Форма: практическая работа.**Умение** ответов на вопросы.**Знание** рекламы в туристическом бизнесе**Задание**

Answer the following questions:

1. Give 3 examples of advertising media.

2. What is the difference between advertising and promotion?
 3. How should you choose your target customer?
 4. How would you advertise a holiday for a big family who want an all-inclusive package holiday?
 5. How would you market a holiday for a group of friends looking for a last minute offer?
- Read the advertisements below and decide what type of holiday each suggests:

1. Swiss Alps Holidays

Stay in beautiful chalets with real wood fires to keep you warm, even in the worst snowstorm. Equipment and tuition provided for beginners.

2. Discover Africa

Spend 2-6 weeks travelling through Africa by Land Rover. Our well-trained guides will get you close enough to almost touch the animals.

3. Devon Breaks

Stay in our modern caravans or bring your own tent. All facilities provided and the lowest prices guaranteed.

II. Форма: контрольная работа.

Умение соотнесения терминов с правильным определением.

Знание терминов

Задание

1 Match the terms with the correct definitions:

1. Advertising
2. Promotion
3. Marketing

- a) It keeps a product or service in the mind of customers and helps stimulate their demand for it.
- b) It makes sure that customers buy a product or service by understanding and meeting their needs.
- c) It brings a product or service to the attention of customers through the media to persuade them to buy it.

Answer the questions:

1. Give three examples of advertising media.
2. Give an example of promotion.
3. Name the four Ps of the marketing mix.
4. Name the fifth P.
5. Name the process of grouping together people with similar needs and wants in marketing.
6. Give three examples of this.

2.2. Задания для промежуточной аттестации

Назначение:

КОС предназначается для контроля и оценки результатов освоения дисциплины «**ОП. 03 Иностраный язык в сфере профессиональной коммуникации**»

Форма: экзамен

Тест 1

Match the type of tourism with its definition

1. Adventure tourism
2. Culture tourism
3. Ecotourism

4. Educational tourism
5. Gap year tourism
6. Health tourism
7. Recreational tourism
8. Religious tourism
9. Sport tourism
10. Winter tourism

- a) Holidays to resorts where there is snow
- b) To celebrate religious event or visit important religious places
- c) To explore distant places or do extreme activities
- d) To learn about history, art and people's lifestyles
- e) To learn something
- f) To look after your body and mind
- g) To play or watch different sporting events
- h) To take ethical and responsible trips to natural environments
- i) To relax and have fun
- j) When young people go backpacking or do voluntary work between school and university.

Прочитайте и переведите текст:

AIRPORT FORMALITIES

According to the international standards passengers are to arrive at the airport two hours before departure time on international flights and domestic flights. The reason is that passengers should have enough time to complete all necessary airport formalities.

At the airport passengers should check the time of the flight to make sure that it is not delayed, cancelled, or altered. This information is available on the flight information display or at the inquiry office.

Passengers are to fill in customs declarations in one of the international languages or in the language of the country they depart from. They go to the Customs for an examination of their luggage. In some cases the Customs officer may ask you to open your bags and suitcases for inspection. This is done in order to prevent smuggling.

Тест 2

Decide if the sentences are true (T) or false (F):

1. All travel agencies are the same so it does not matter which one a client uses
2. Travel agents are professionals who provide value by helping save time and money
3. Because of the Internet, people will not use travel agencies in the future
4. The Internet is a valuable resource, but it cannot replace the expertise, guidance, and personal service of a travel agent
5. Travel agents do not support use of the Internet

Translate the questions into English and answer them:

1. Что такое агент?
2. Что такое турагент?
3. Турагент занимается продажей туристических пакетов клиентам?
4. Как именно турагент может вам помочь?
5. Что изменилось в предпочтениях клиентов с появлением самообслуживания в Интернете?

Прочитайте и переведите текст:**CUSTOMS HOUSE**

- Would you like you put your luggage on here? ... Thank you. Where have you just come from?
- From Madrid. Madrid. Are you resident in Spain, or do you live in the UK?
- I live in Spain.
- Can I see your passport, please? ... Thank you.
- How long are you coming to the UK for?
- For a week.
- On holiday, are you? Or business?
- Yes, on business.
- I see. OK. Well then, you understand that you've come into the Green Channel, which means you have nothing to declare.
- Yes.

Тест 3**Complete the sentences with the following jobs:**

Flight attendant; receptionist; bartender; entertainer; waiter/waitress; travel agent; chef

1. The made a great cocktail using orange juice, lemon and strawberries.
2. The booked us a package holiday to Turkey.
3. There was always something fun to watch in the hotel in the evening thanks to the
4. I ordered a pizza but the brought me a sandwich.
5. I felt sick on the plane so thegave me a drink.
6. We chose this restaurant because of the famous French
7. The... welcomed the group to the hotel.

Монологическое высказывание. The following jobs:

Flight attendant; receptionist; bartender; entertainer; waiter/waitress; travel agent; chef

Прочитайте и переведите текст:**ON THE AIRCRAFT**

A Stewardess: This way, gentlemen. These seats are yours.

Passenger: Have we to strap ourselves in with these belts now?

A Stewardess: No, this is in case of emergency.

Passenger: When we begin to tumble down, eh?

A Stewardess: Complete safety is guaranteed. How do you take flying, gentlemen?

Passenger: Can't say. I've never been in a plane before.

A Stewardess: If you should want anything, gentlemen, there's a stewardess call button over there. The individual loud speaker is at your right.

Passenger: With whom may we talk?

A Stewardess: With the captain and me, sir

Тест 4**Complete the travel agent's booking form with the necessary information:****AURORA TRAVEL AGENCY BOOKING FORM**

Type of holiday:

package () flight only () accommodation () other (please specify) ()

Destination:

Specific dates:

Type of accommodation:

Transfers:

Make up an enquiry for a 5-star hotel in New York for yourself, your wife (husband) and two children. Ask about the hotel facilities. Give exact dates and agree to confirm in writing.

Прочитайте и переведите текст:

BOOKING ONE'S PASSAGE

The young man on the office stool looked at me pityingly.

"The Starr? She's not due from the west till the beginning of July. She won't sail out again before the 8th or 9th."

"But it says here" (I produced my official letter) "the United States Government says here, in this letter from Washington, that the Starr is scheduled".

The dark brushed aside my letter from Washington and me. He turned abruptly to a Filipino boy at the counter.

"No. The Curagao's full up this trip. You can't get a passage to Kodiak before the 26th."

"Does the Curagao sail for Kodiak on the 26th?" I asked.

Тест 5

Read the FAQ about the hotel and decide if the statements are true (T) or false (F).

Translate the dialogue into Russian

- a) You can't use the hotel facilities before checking in or out.
- b) You have to pay if you want to change your check-in or check-out time.
- c) Breakfast is at the same time every day of the week.
- d) It's a good idea to book a table at the restaurant.
- e) The hotel can change all room bookings.
- f) It isn't possible to upgrade your room.
- g) If you cancel more than 48 hours before you stay, you will get all your money back.
- h) Parking doesn't cost anything.
- i) The hotel prided itself upon its policy of providing superior services.
- j) The hotel is built in the classical imperial style.

FAQ

Q. What time is check-in and check-out?

A. Check-in time is 3 p.m. and check-out is 11 p.m.

Q. Can we use the facilities either side of these times?

A. Yes, you can use the facilities before checking in and after checking out of your room.

Q. Are early check-in and late check-out available?

A. Yes, for an additional fee. Please? Ask at reception.

Q. What time is breakfast served?

A. Breakfast is between 7 a.m. midweek and 8a.m. - 10 a.m. on a weekend.

Q. What time is dinner served?

A. Dinner is served from 7 p. m. – 9.30 p.m. every day. We strongly recommend you pre-book.

Q. How do I make changes to my room reservation?

A. If you booked through the hotel, contact us, otherwise contact your travel agent directly.

Q. Can I upgrade my room?

A. If a suitable room is available, you can upgrade your room for an additional fee.

Q. What is your cancellation policy?

A. We require a minimum of 48-hour notice prior to scheduled arrival date for a full refund.

Q. Is there parking available at the hotel?

A. Yes, the hotel offers free valet and self-parking.

Прочитайте и переведите текст:

DEPARTURE

"Yesterday afternoon Mr. and Mrs. Eric Hiscock left Yarmouth, Isle of Wight, on the first stage of a voyage round the world in their 30-foot yacht Wanderer III. The voyage is expected to take three years."

Being a botanist and flower hunter the author was deeply interested in the flora of Alaska and the Aleutian Islands. S. S. – screw steamer

The voice of the B. B. C ' announcer, reading the six o'clock news, came clearly from the loud-speaker in the cabin out to where Susan and I sat in Wanderer's cockpit, watching the faint grey line of the English coast vanishing headland by headland into the distance astern.

Тест 6

Translate the sentences into English:

- a) Почти каждый вечер гостей развлекают местной экзотикой.
- b) Персонал гостиницы прошел хорошую подготовку.
- c) Все комнаты этого отеля отделаны с большим вкусом.
- d) Здесь построили новый спортивный комплекс.
- e) Подтверждение бронирования было отправлено два дня назад.
- f) Эти договоренности были подтверждены письменно.
- g) Спортивный комплекс оборудован современными тренажерами.
- h) Гостям предоставлены прекрасные условия для отдыха.
- i) Эта программа была подготовлена с помощью международных организаций.
- j) В этом ресторане гости могут попробовать блюда японской кухни.

Translate the sentences into Russian:

- a) Mr. and Mrs. Furrel is a young couple on their honeymoon.
- b) Mr. and Mrs. Jones have friends in Berlin, so they won't often be eating in the hotel.
- c) Twin rooms with bath are available at a supplement.
- d) The hotel overlooks a small canal.
- e) Downstairs you will find a quiet little bar and a small breakfast room.
- f) Taiwan's most famous hotel is undoubtedly the Grand Hotel in Taipei.
- g) We thanked our Japanese hosts for their hospitality and kindness.
- h) These decisions are made well below the level of top management.
- i) The hotel prided itself upon its policy of providing superior services.
- j) The hotel is built in the classical imperial style

Монологическое высказывание. A HOLIDAY TRIP

Прочитайте и переведите текст: CHOOSING A HOLIDAY TRIP

CHOOSING A HOLIDAY TRIP

– Well, any more news about our holiday prospects?

– Yes, darling. There's a choice between a trip down the Volga on a first-class river motor-vessel and a Black Sea cruise on a luxury liner.

– Sounds interesting, doesn't it? But I must say it's a difficult choice. Both trips have their attractions.

– But I thought you were all for a Black Sea cruise this year?

– You must agree there's a lot to be said for a Volga trip too. Besides being a very restful holiday it would give us an opportunity to see the new constructions all down the river.

– I agree, that's very attractive. But I'm more in favour of the Black Sea. Just imagine yourself sitting in the bows of a luxury liner, the Crimea to port, the Black Sea stretching for miles and miles to starboard, the screws churning up white foam at the stern, the sun shining on the blue sea all around.

Тест 7

Decide if the statements on marketing are true (T) or false (F):

- a) Marketing is the same as advertising.
 - b) Marketing means knowing what your customers want
 - c) Marketing is what you do before the product is sold
 - d) Marketing is done by both public and private organisations
2. Describe four steps of the marketing process.

Монологическое высказывание. ROUND EUROPE

Прочитайте и переведите текст:

A VOYAGE ROUND EUROPE

- Hello, Anne. Are you back from your holidays already?
- Ooo you're lovely and brown! Where have you been?
- Oh, I've had a fantastic time! I've just been on a cruise round Europe with my Dad.
- Oh, you lucky thing! You must have seen so many interesting places. Where did you sail from?
- Well, we left from Odessa...
- Did you call at any European ports?
- Yes. Quite a lot. We went ashore at each one and went on some really interesting trips sightseeing. Did you go by train or did you hire a car?
- No, we went by coach. Now I can say I've seen Rome, London, Paris and Athens.

Тест 8

Монологическое высказывание. CITIES OF RUSSIA

Прочитайте и переведите текст:

TICKET INFORMATION

Tickets are available from ticket agents at ports or on the boats (in high season it is sometimes not possible to buy tickets on board). Ticket prices are regulated by the government.

Three classes of ticket: first (luxury), second, and third (deck) – most people travel deck class. If you buy on board you will probably get a tourist class ticket (deck plus 20 % surcharge).

A return ticket usually means a 10 % discount.

Half-fare for children aged 4 to 10.

Cash payment only (credit cards not usually accepted).

Tickets are normally non-transferable.

Прочитайте и переведите текст:

THE ANCIENT CITIES OF RUSSIA – SAINT PETERSBURG

St. Petersburg is a city of great cultural importance. There are about 50 museums and more than 30 theatres and concert halls in St. Petersburg.

The tourists following the route mentioned above will spend 3 days in St. Petersburg. The guide-interpreter will meet them in the airport and help them to get accommodation hotel ("Russ" or "Palace of Youth"). The tourists will be offered dinner in the hotel restaurant.

The next day after breakfast the group will go for a city tour by coach and visit the world-famous Hermitage – one of the most outstanding art museums in the world. It is the largest museum in Russia and it is known throughout the world for its collection of art treasures: paintings, sculptures, pieces of primitive and ancient cultures and many other things.

In the afternoon the tourists will have spare time to explore the city on their own. In the evening the tourists will dine in the hotel restaurant

Тест 9

Монологическое высказывание. Adventure

Прочитайте и переведите текст:

Adventure

Adventure is necessary to us all. It keeps us from growing stale and old; it stimulates our imagination, it gives us that movement and change which are necessary to our well-being.

One of the objects of travel is to go in search of beauty. The beauty-spots of the world are magnets which draw pilgrims year after year. Yet even more valuable to the traveller is the knowledge which he gets of his fellow men by going among people of different enthusiasms. It is the story of the stay at-home who is always ready to call someone else "queer" because his ways are a little different; the much travelled man has sympathy with all sorts of ways and is therefore much more likely to be able to understand another point of view than his own. Frequent travel to other countries by all sorts and conditions of men and women would be the best possible insurance against war. For when you have stayed in the homes of people of other nations and grown to like them and to understand their ways you will have the greatest antipathy for fighting against them.

Прочитайте и переведите текст:

Unforgettable journey

Almost everyone likes to travel. Some people like travelling by air. As for me, I'm afraid of this way of journey. But I want to try it in my future life.

Some people like the sea. You can feel the deck of the boat under your feet, the cry of sea-gulls and of course to feel the fresh sea wind. Once I had a cruise by boat. I liked it because it was very amusing and thrilling. We were lucky that the weather was fine and the water wasn't rough. I know many people who prefer travelling on foot or hitch-hiking. So do I. You leave the dull broad highway and go along a narrow road where cars can't go. You see all the beauty of country, a lot of animals living in the forests, many young birds in their nests, the wild flowers and a lot of original and unique scenery and people.

For some people there is nothing like travel by train. Travelling by train we can have comfort, speed and many other things combined. Some of us like to have a meal in the dining-car, a wonderful bed.

Тест 10

Монологическое высказывание. Understanding through the travelling

Прочитайте и переведите текст:

Understanding through the travelling

Millions of people all over the world spend their holidays travelling. They travel to see other continents, modern cities and the ruins of ancient towns, they travel to enjoy picturesque places, or just for a change of scene. It's always interesting to discover new things, different ways of life, to meet different people, to try different food, to listen to different musical rhythms.

Those who live in the country like to go to a big city and spend their time visiting museums and art galleries, looking at shop windows and dining at exotic restaurants. City-dwellers usually like a quiet holiday by the sea or in the mountains, with nothing to do but walk and bathe and laze in the sun.

Most travelers and holiday-makers take a camera with them and take pictures of everything that interests them - the sights of a city, old churches and castles, views of mountains, lakes, valleys, plains, waterfalls, forests; different kinds of trees, flowers and plants, animals and birds. Later, perhaps years later, they will be reminded by the photos of the happy time they have had.

Прочитайте и переведите текст:**Business trips**

Never before in the history of the world have businessmen traveled as much as they do today. It is not surprising because we are living in a world of growing international trade and expanding economic and technical cooperation. Though it is fascinating for tourist travelling, it has become the most tiring of all occupations for many businessmen and experts.

Therefore, choosing a comfortable hotel to stay at is a matter of big importance. There are plenty of good hotels, motels and guest houses in the world, which are conveniently located in major business centers.

Many developing countries, such as India, Egypt, Nigeria, Lybia, etc have excellent hotels.

Their numerous facilities include both large and small cocktail bars, barber's shops and conference halls equipped with simultaneous, multilingual translation systems. There are parking areas which can accomodate a lot of cars. It might be useful for travelling businessmen and tourists to know that tailor shops, shoe repair shops, laundry and dry cleaning services are available for guests/

Тест 11**Монологическое высказывание. Hotel: advantages and disadvantages****Прочитайте и переведите текст:**

Hotel: advantages and disadvantages

It's a well-known fact that hotels nowadays play a big role. Every year more and more new hotels are opened. Sometimes it is even difficult to decide which to choose while traveling.

There are luxury hotels, which seem to be expensive, b & b hotels, where you will get only breakfasts and a place to sleep, youth hostels, where you meant to serve everything yourself and many other places to stay in. Some people enjoy staying in a hotel. Sure, on the one hand there are a lot of advantages in it. To begin with, it's convenient. You have a chance to make a telephone call and reserve any room you want in a good time, to be confident by your arrival. Besides, you don't need to serve yourself, everything will be done by the hotel staff, I find it wonderful. More than that, I do like that in the hotel you can be offered some interesting excursions and you can be sure that they are safe because the hotel is responsible for every offer.

But on the other hand there are still some disadvantages in staying in a hotel. First of all, the service can be poor and slowly, for this reason you can be late for a business meeting or a friends' party, I find it extremely disappointing. Second, the food can be too salty, overcooked and spoiled.

Прочитайте и переведите текст:**International tourism**

Going abroad nowadays is a usual thing for many families. Some people, however, stay unsatisfied with the time they have spent in a foreign country. What are the advantaged and disadvantages of travelling abroad or is it worth staying at home?

One of the main advantages is the experience you get from being in a foreign country.

While being abroad you have the opportunity to pracrise the language and socialize with citizens of the country you visit. This is especially beneficial if your occupation is connected with a foreign language. Furthermore, you get acquainted with a new place and that makes you forget about your routine life. On the other hand, pretravelling process might be very depressing because of all the documents you should collect in order to enter the chosen country. What is more, you can get into trouble if you are not acquainted with the laws of the country you want to visit. What you are used to doing at home is not always normal for foreigners

Инструкция к проведению экзамена:

Процедура проведения экзамена: 60 минут на выполнение работы.

шкала оценки:

- 100 – 85 баллов – отлично
- 84 – 70 баллов – хорошо
- 69 – 50 баллов – удовлетворительно
- менее 50 баллов – неудовлетворительно

3. Рекомендуемая литература

4.

Основные источники:

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