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Комплект
контрольно-измерительных материалов
для проведения дифференцированного зачета
по дисциплине Иностранный язык (английский)
основной профессиональной образовательной программы
по специальности СПО
43.02.11 (101101) «Гостиничный сервис» (Профессиональный)

Смоленск 2016

Комплект контрольно-измерительных материалов по программе учебной дисциплины Иностранный язык (английский) разработан на основе Федерального государственного образовательного стандарта по специальности 43.02.11 (101101) «Гостиничный сервис» (Профессиональный).

Организация-разработчик: областное государственное бюджетное профессиональное образовательное учреждение «Смоленская академия профессионального образования»

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Протокол № _____ от «_____» _____ 20__ г.

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Протокол № _____ от «_____» _____ 20__ г.

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I. Паспорт комплекта контрольно-измерительных материалов

1.1. Область применения

Комплект контрольно-измерительных материалов предназначен для проверки результатов освоения учебной дисциплины «Иностранный язык» (английский) основной профессиональной образовательной программы по специальности СПО 43.02.11 (101101) «Гостиничный сервис» (Профессиональный).

Комплект контрольно-измерительных материалов позволяет оценивать: освоенные умения и усвоенные знания

Уметь	Показатели оценки результата
У 1. Общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы	Результативность коммуникации
У2.Переводить (со словарем) тексты профессиональной направленности	Точность перевода
Знать	
Лексический и грамматический минимум (450 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарем) иностранных текстов профессиональной направленности.	Правильно воспроизводит эквиваленты лексических единиц на иностранном языке и грамматический минимум

1.2. Система контроля и оценки освоения программы учебной дисциплины

Предметом оценки программы учебной дисциплины являются освоенные умения и усвоенные знания обучающихся.

Текущий контроль освоения программы учебной дисциплины проводится в пределах учебного времени, отведенного на его изучение, с использованием таких методов как выполнение самостоятельных работ, тестов, проведение устного опроса, выполнение практических упражнений.

Оценка освоения программы учебной дисциплины проводится в соответствии с «Положением о текущем контроле успеваемости и промежуточной аттестации студентов в ОГБПОУ «Смоленская академия профессионального образования» и рабочим учебным планом по специальности.

1.2.1. Форма итоговой аттестации по ОПОП при освоении учебной дисциплины: дифференцированный зачет

1.2.2. Организация контроля и оценки освоения программы учебной дисциплины

1.2.3. Условием допуска к дифференцированному зачету является положительная текущая аттестация по всем практическим занятиям.

2. Комплект контрольно-измерительных материалов для оценки освоенных умений и усвоенных знаний междисциплинарного курса

2.1 Практическое задание

1. Чтение профессионального текста со словарем.
2. Устное сообщение по теме.

2.2. Условия выполнения задания.

2.3.1. Задание выполняется в учебной аудитории, время выполнения задания один академический час.

2.4. Инструкция по выполнению задания

2.4.1 Задание выполняется в два этапа:

- выполнение практического задания по тексту;
- устное сообщение по теме.

2.4.2 Время выполнения задания – максимальное время выполнения задания – 45 мин. (работа по тексту– 35 мин., устное сообщение– 10 мин.)

3. Критерии оценки

Оценка «5» ставится в случае, если студент правильно воспроизводит иностранные лексические единицы при чтении текста, осуществляет результативный поиск необходимой информации в словаре, грамотно осуществляет коммуникацию по изученным темам.

Оценка «4» ставится, если студент правильно воспроизводит иностранные лексические единицы при чтении текста, осуществляет результативный поиск необходимой информации в словаре, грамотно осуществляет коммуникацию по изученным темам, но допускает незначительные ошибки, не препятствующие пониманию речи.

Оценка «3» ставится, если студент, правильно воспроизводит иностранные лексические единицы, но допускает неточности при поиске

необходимой информации в словаре, допускает ошибки в устной речи, которые препятствуют коммуникации.

Оценка «2» ставится, если студент продемонстрировал неумение работать со словарем и осуществлять коммуникацию, незнание лексического и грамматического минимума.

4. Источники и литература.

Основные источники:

1. Гончарова Т.А. Английский язык для гостиничного бизнеса.: учебное пособие для учащихся нач. проф. учеб. заведений - М.: Издательский центр «Академия», 2014.
2. Мюллер В.К. Англо-русский и русско-английский словарь. – М.: Эксмо, 2013.
3. Агабемян И.П. Английский язык: Учебное пособие. – Ростов-на –Дону, 2015.

Дополнительные источники:

- 1.И. С. Богацкий, Н. М. Дюканова. Бизнес курс английского языка: Учебное пособие. – М.: Славянский дом книги, 2010.
- 2.Тимофеев В.Г., Вильнер А.Б., Колесникова И.Л. и др. Учебник английского языка для 10 класса (базовый уровень) – М.Издательский центр «Академия», 2011.
3. Новейший англо-русский и русско-английский словарь : 40 тысяч слов / авт.-сост. С.М. Шведов. - 2-е изд. - Минск , 2010.

Приложение 1

1. Read and translate the text, answer the following questions

Hotels in England can be divided into several categories. The most expensive are the hotels of Luxury, accommodation which can afford only Arab sheikhs and millionaires . The followed hotels by them are hotels of Charming Town House that combine good service with a relatively low price.

The following category are relatively cheap hotels in London which are located mainly in the major patterns. To the fourth category can include apartments (usually under the guise of B&B – bed and breakfast), and also small country hotels. The cheapest variant of accommodations is the youth hostels: Youth Hostels, Youth Holiday Centers, Country Guest Houses.

1. What are the most expensive hotels in England?
2. What are the followed hotels?
3. Where are the relatively cheap hotels located?
4. What are the hotels of the fourth category?
5. What is the cheapest variant of the accommodation?

2. Make 10-15 sentences on a subject: “Hotel services”.

Приложение 2

1. Read and translate the text, answer the following questions

If you go camping and want to spend the night in a tent you will need certain items.

Today's tents are normally made of nylon, canvas or other light material. They are not so expensive and easy to fold together and carry around with you, especially if you are backpacking. The material has to be waterproof and is easy to put up.

If you want to sleep in a tent you will need a sleeping bag. It protects you from the outside cold and is warmer than a blanket. Sleeping bags come in different sizes, colours and shapes.

Sleeping on the ground however is not always very comfortable. Some campers have foam pads or air mattresses which they lie on.

Clothing is an important aspect when you go on a camping holiday. Be sure to take clothes with you that will protect you from the sun, rain and insects. Take along some lightweight trousers, comfortable shoes and warm shirts or a jacket for cold evenings. Always carry a raincoat or poncho with you. Hiking boots are good if you walk a lot.

1. What are the today's tents made of?
2. What the material of tent to be?
3. What do you need if you to sleep in a tent?
4. What is an important clothing when you go on a camping holiday?
5. What are the good boots if you walk a lot?

2. Make 10-15 sentences on a subject : "Types of hotels".

Приложение 3

1. Read and translate the text, answer the following questions

By the guest's departure provided full payment to him for accommodation and additional paid services.

As previously mentioned, the calculations with guests can be made by cash, credit card, Bank transfer (transfers of organizations, companies, firms with whom the hotel has entered into a certain contract), vouchers (a type of non-cash payment), traveller's cheques (extremely rare in Russian hotels).

The accounts receivable deals cashier service of reception and accommodation. In its work, the cashier uses the following equipment: computer, which usually is a cash register; POS (for various credit card transactions); printer (for printing and billing); imprinter (for credit card customers); a special compartment for storing money; voucher directory with cells for storing invoices and other payment documents; a unit for storage of seals, stamps; phone etc.

Cashiers handle accounts, accrual of payments for accommodation and services. Before departure cashier checks and prepare their accounts using the computer one of the programs of General computer programs Front office, which is called "Calculation" (Check out).

1. What is provided by the guest's departure?
2. How can be made the calculations with the guests?
3. Who does receivable deals the accounts?
4. What does cashier use in its work?
5. What program is using when cashier prepare the accounts?

2. Make 10-15 sentences on a subject : "Check-out time".

Приложение 4

1. Read and translate the text, answer the following questions

Last week I went on a trip to Egypt and decided to stay at a hotel for a couple of days. As I had little money on me, I couldn't afford a room in an upscale hotel. Thus a budget hotel with low prices was just the ticket for me at that time.

However, after I made the round of several hotels, I had understood that it was not so easy to find a vacant room. The hotel was booked up. I ought to have booked a room beforehand, which I failed to do. Shall I spend the night in the street? – I thought. As a result I had to check in at a 4 star hotel in any case.

Already about nightfall I found a hotel on the corner with a board "Vacant rooms". At once I went there. When I entered, I was welcomed by a very pleasant receptionist. I was shown to the room, was given a key and a porter carried my suitcases upstairs. After that I gave him some tipping. When I came in the room, I started unpacking my personal effects. Then I took a shower and went to bed. Next day I checked out of the hotel, caught a taxi and went on the excursion around Cairo. If I happen to visit Egypt once more in my life, I will reserve an inexpensive room in good time.

1. Where did the person go on a trip/
2. What hotel could he afford?
3. Where did he check?
4. Who did welcomed the guest?
5. What hotel will reserve if I happen to visit Egypt once more?

2. Make 10-15 sentences on a subject : "Booking a room".

Приложение 5

1. Read and translate the text, answer the following questions

It's a well known fact that hotels nowadays play a big role. Every year more and more new hotels are opened.

Some people enjoy staying in a hotel while others prefer other places to stay in. 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 conference or a friends party, I find it extremely disappointing. Second, the food can be too salty, overcooked and spoiled. It can be a serious problem for people with weak stomach. Third, the view from the window can be not so romantic as the advertisement said but more modest, it can also disappoint some people, who care about the beauty around them.

1. Where do people enjoy to stay?
2. What is convenient in the hotel?
3. What can you offer in the hotel?
4. What are the disadvantages in the hotel?
5. What view can be from the window of the hotel?

2. Make 10-15 sentences on a subject : "Hotels in Russia".

Приложение 6

1. Read and translate the text, answer the following questions

The hotel has 8 Standard, 6 Deluxe, 4 Family rooms and 9 Cottages. Rooms have hot and cold shower and private balcony. Room service and laundry are available. All rooms except Cottages offer air conditioning.

Each room has two single beds, Family rooms have 4 single beds. All rooms (except for Cottages) have televisions. If you wish to make a reservation or

request more information simply complete the form. Our travel staff will typically respond to any request in 1 working day. A confirmation of your booking will be sent to you via e-mail (and fax if required).

If for any reason you need to cancel your booking we would ask you to do so as early as possible by e-mailing our travel .

- 1.What has the hotels?
- 2.What have the rooms in the hotels?
- 3.How much beds have the rooms?
- 4.What do you need to complete if you wish to make a reservation?
- 5.How will be a confirmation sent?

2. Make 10-15 sentences on a subject :”Arrival in the hotel”.

Приложение 7

1. Read and translate the text, answer the following questions

"I never thought it was going to be like this," John said. He was talking about his honeymoon and he looked very disappointed.

Everything was wrong. First of all, Bascome, the town they had come to, was not at all like the description they had read in the holiday brochure. It was an ugly seaside town on the East Coast of England.

Secondly, the weather had been dreadful all the five days they had been there. Thirdly, the hotel they were staying at was awful and in addition the food was disgusting. Their room was small and dark. The bed creaked loudly each time they moved. Breakfast was a greasy fried egg and one thin slice of toast. Dinner was even worse; the meat was always tough and tasteless and the vegetables were overcooked and watery.

Last but not least, the hotel was managed by a stout and terrifying lady with the voice and appearance of a sergeant. Nobody ever dared complain to her.

John and Anna were unlucky to have booked for two weeks.

1. What was the town where John and Anna came for the honeymoon?
2. What was the weather all the five days they had been there?
3. What was the hotel and the food?
4. What was their room?
5. Who was managed the hotel by?

2. Make 10-15 sentences on a subject : "Forms of payment".

Приложение 8

1. Read and translate the text, answer the following questions

Nowadays people travel on business and tourists more than in the past. No businessman can avoid being a paying guest every now and then. In big cities there are a lot of good hotels. Accommodations as well as rates vary from hotel to hotel. There are deluxe hotels, the most luxurious and the most expensive, resort hotels used for entertainment or recreation.

Rooms in the most hotels have all modern conveniences: central heating, air conditioning, bathroom, hairdryer, trouser press. Telephone, satellite TV and others.

Service is supposed to begin at the door. When your taxi stops at the entrance to the hotel the doorman and the bellboy help you with the luggage. In the lobby of the hotel there is a registration or front desk where the guests check in and out, pick up and deposit keys and so on.

1. What are hotels there?
2. What are conveniences in the rooms of the most hotels?
3. Where is service supposed to begin?
4. Who does help you with your luggage?
5. What is in the lobby of the hotel?

2. Make 10-15 sentences on a subject : "Types of the hotel's room".

Приложение 9

1. Read and translate the text, answer the following questions

Along with the fact that most hotels adheres to this system of accounts receivable for accommodation, some hotels make their adjustments, have some deviation from the above rules (to a greater extent this applies to hotels with foreign management).

For example, in the hotel "Metropol" club members "Six continents" are allowed to stay in rooms Up to 16 hours on the day of departure at no additional charge.

In the hotel "Baltshug Kempinski Moscow" when the delay out, since the estimated hours (from 12 hours to 18 hours) payment is taken 50 % of the daily room rate. If the guest has Left and after 18 hours, he is obligated to pay already for the next day - 100 % of the cost. Upon arrival to 9.00 - charge for a full day, after 9.00 - half of the daily room rate. The participants of the corporate program "Private" concierge allowed late check-out (until 17.00) at no additional charge.

1. What can the hotels with foreign management make?
2. What are the club members "Six continents" allowed in the hotel "Metropol"?
3. What is the adjustment in the hotel "Baltshug Kempinski Moscow"?
4. How much is the guest obligated to pay if he has Left and after 18 hours?
5. What are allowed to the participants of the corporate program "Private"?

2. Make 10-15 sentences on a subject : "Maintenance staff".

Приложение 10

1. Read and translate the text, answer the following questions

By the guest's departure provided full payment to him for accommodation and additional paid services.

As previously mentioned, the calculations with guests can be made by cash, credit card, Bank transfer (transfers of organizations, companies, firms with whom the hotel has entered into a certain contract), vouchers (a type of non-cash payment), traveller's cheques (extremely rare in Russian hotels).

The accounts receivable deals cashier service of reception and accommodation. In its work, the cashier uses the following equipment: computer, which usually is a cash register; POS (for various credit card transactions); printer (for printing and billing); imprinter (for credit card customers); a special compartment for storing money; voucher directory with cells for storing invoices and other payment documents; a unit for storage of seals, stamps; phone etc.

Before departure cashier checks and prepare their accounts using the computer one of the programs of General computer programs Front office, which is called "Calculation" (Check out).

1. What is the full payment provided by the guest's departure?
2. How can be the calculations with guests made?
3. Who deals the accounts receivable?
4. What equipment does he use?

5. What program is using by preparing the accounts?

2. Make 10-15 sentences on a subject :”Registration in the hotel”.

Приложение 11

1. Read and translate the text, answer the following questions

In high quality hotels special instructions are developed for service of VIP clients (very important persons) and a little less significant category CIP (commercially important clients). Politicians, actors, large businessmen, etc. treat the first category. To the second - persons who can be useful to business of hotel (the board member, the employee of central office of a hotel chain to whom the hotel, the manager of major company who can send to hotel for temporary residence of the travelers, etc. subsequently belongs).

These two categories of clients demand special attention of the personnel of hotel. At arrival they are met by either the CEO, or the special VIP-manager. Common features of similar clients are their high solvency, need for expensive services and extremely scrupulous relation to quality of service. The administration prepares for their meeting in advance, sends to the room champagne, fruit, flowers, will organize an additional security system, offers additional services which indicative list depends on the imagination of the management of an institution and individual preferences of the client. Can prepare for the VIP client dishes at restaurant by the individual order with giving directly in number, provide services the Internet, the increased level of comfort of numbers is expressed in the corresponding registration of number, equipment its TV, the video equipment and other equipment.

1. Who is a VIP client (very important persons)?
2. Who is a CIP client (commercially important clients)?
3. Who meets the VIP clients?
4. What does the administration of the hotel prepare for the meeting of the VIP clients ?
5. What additional services does the administration offer to the VIP client ?

2. Make 10-15 sentences on a subject :”Hotels in England”.

Приложение 12

1. Read and translate the text, answer the following questions

In Russia the European classification of hotels is accepted, however it should be taken into account that not all hotels of Russia correspond to the declared "stars". Now classification is carried out by Federal Tourism Agency, but made at the request of owners. The most part of the Russian hotels didn't pass certification. The standard accepted by the Ministry of sport and tourism in 2011 obliged owners of hotels to count "stars" in compliance the international standard of classification of hotels.

The average cost of a hotel room in Russia in 2010 - 151 euro. In Moscow the average cost of placement in 2010 made 171 euro; thus the lodging for the night price in three-stars hotel was on average equal 97 euro, in four-star - 155 euro and 225 euro in five-stars hotel.

1. What classification of hotels is accepted in Russia?
2. What did the standard accepted by the Ministry of sport and tourism in 2011 oblige owners of hotels?
3. What was average cost of a hotel room in Russia?
4. What was the average cost of placement in Moscow ?
5. What was the lodging for the night price in three-stars and five-star hotel??

2. Make 10-15 sentences on a subject : "Hotels in Smolensk"

Приложение 13

1. Read and translate the text, answer the following questions

The services provided in hotels are subdivided into the main and additional. They can be free and paid.

Accommodation and food belong to the main services. Registration living in hotel and decreasing from it has to be made round the clock. In the organizations of public catering, communication and consumer services (placed in hotel) the persons living in hotel are served out of turn.

Without additional payment the following types of service can be provided to guests:

- call of ambulance;

- use of the medical first-aid kit;
- delivery in number of correspondence at its receiving;
- reveille by certain time;
- granting boiled water, needles, threads, one set of ware and tableware.

Except obligatory and free services, hotels provide the whole complex of various additional services which are paid in addition. The list and quality of providing paid additional services has to conform to requirements the appropriated hotel of category.

1. What services are subdivided into?
2. What are the main services?
3. What has to be made round the clock?
4. What persons are served out of turn?
5. What services can be provided without additional payment?

2. Make 10-15 sentences on a subject : "Hotel services".

Приложение 14

1. Read and translate the text, answer the following questions

The new five-stars hotel Four Seasons Lion Palace in St. Petersburg was placed in only 300 meters from Palace Square in legendary "The house with lions". Guests of hotel are waited by magnificent numbers (luxury - overlooking St. Isaac's Cathedral and the Alexander Garden). The main style of registration of interiors - the Russian empire style. In all numbers there are hi-tech conditioner, the TV, a DVD player, the coffee machine, and also free Wi-Fi and two telephone lines. The bathrooms trimmed with marble have deep bathtubs, the tropical shower and the TV which is built in a mirror. In hotel the unique SPA salon works with the pool under a glass dome, the Russian steam room and the fitness center, and also bar, three restaurants with a magnificent panorama and the exclusive menu, including the Italian and Asian cuisine. Besides, guests can use perfectly equipped conference room and a banquet room for 350 people. In several minutes of walking from hotel there are the museum Hermitage, Nevsky prospect and the Maryinsky Theater. The distance to the Moscow station makes 3 km, to the Pulkovo airport – 15 km.

1. Where is the new five-stars hotel Four Seasons Lion Palace in St. Petersburg placed?
2. What is the main style of registration of interiors of the hotel?
3. What are in all numbers of the hotel there?
4. What services are in the hotel Four Seasons Lion Palace?
5. What are in several minutes of walking from hotel there?

2. Make 10-15 sentences on a subject : "Guest's complaints".