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Сборник
аутентичных текстов
по дисциплине Иностранный язык (английский)
для специальности 43.02.11 (101101) «Гостиничный сервис».

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Учебное пособие для самостоятельной и аудиторной работы студентов по дисциплине «Иностранный язык (английский)» для специальности СПО 43.02.11 (101101) «Гостиничный сервис».

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Настоящее учебное пособие ориентировано на студентов специальности 43.02.11 (101101) «Гостиничный сервис».

Содержащиеся в учебном пособии тексты могут быть также использованы для аудиторной и внеаудиторной самостоятельной работы студентов.

Пояснительная записка

Настоящий сборник аутентичных текстов на английском языке предназначен для студентов, обучающихся по специальности СПО 43.02.11 (101101) «Гостиничный сервис». Отличительной чертой данного сборника является его практическая направленность.

Цель сборника - формирование у молодого специалиста профессиональных, социокультурных и общих компетенций (осуществлять поиск, анализ и оценку информации, необходимой для постановки и решения профессиональных задач, профессионального и личностного развития, использовать информационно - коммуникационные технологии для совершенствования профессиональной деятельности, быть готовым к смене технологий в профессиональной деятельности).

Основные задачи сборника - знакомство студентов с текстами профессиональной направленности, их лексико - фразеологическими, грамматическими и стилистическими особенностями, развитие умения понимать и переводить тексты по специальности.

Данные тексты позволяют организовать работу по формированию у студентов умений и навыков следующих видов чтения: просмотрового, выборочного, с извлечением информации, аналитического.

Тексты в сборнике отражают основные темы по специальности «Гостиничный сервис». В данных текстах описываются типы гостиничных предприятий, виды гостиничных помещений, обслуживающий персонал гостиниц, организация службы приема и размещения гостей, а также виды услуг, оказываемые в гостинице.

В сборнике представлены языковые средства, наиболее употребительные в специальной литературе и типичные для английского языка. Язык такого рода профессиональных текстов имеет определённые грамматические, лексические и стилистические особенности. Данные тексты предусматривают обращение студентов к словарю.

Расположение материала сборника не обязывает к определённой последовательности изучения, что позволяет преподавателю использовать различные формы аудиторной и внеаудиторной работы студентов независимо от конкретных условий обучения и уровня знаний студентов. Представленные в сборнике тексты предназначены для аннотирования, реферирования и рецензирования.

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Introduction

Dear Students!

Hospitality industry is a current term to refer to a wide range of business, dedicated to the service of people away from home. The industry is concerned with their accommodation (provision of places to stay), provision of fare (food at table), transportation (traveling and tours), and recreation (relaxation and entertainment).

In recent years has increased the flow of tourists travelling abroad and visiting Russia, and correspondingly increased the need for personnel with knowledge of foreign languages. That's why these texts and articles will help you to develop your knowledge about types of hotels in Russia and other countries, its services and facilities.

Types of hotels

Hotel service

Nowadays people travel on business and as 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. There are deluxe hotels, the most luxurious and the most expensive, resort hotels used for entertainment or recreation. Still, if you do not want to get disappointed, it is advisable to book accommodation beforehand by fax or telephone, especially if you are visiting the town during the summer months. If you do not book accommodation beforehand, you may have to leave the hotel because it is fully booked up. That would be an unpleasant experience, especially if you arrived late at night.

Rooms in the most hotels have all modern conveniences: central heating, air conditioning, bathroom, hairdryer, trouser press, telephone, satellite TV and others. Service is usually quite satisfactory. You can take a single room, a double room or a suite, charges varying accordingly. If you can't stand the noise of the street, do not take an outside room, ask for an inside one.

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 your luggage. The doorman is very important during reception procedure. He is stationed at the entrance to the hotel and assists the guests in and out of taxis and cars, calls for cabs. In the lobby of a hotel there is a registration or front desk where the guests check in and out, pick up and deposit keys and so on. The guest is given a registration card

to fill out the name and permanent address. The desk clerk or receptionist enters the guest's room number/ the room rate, and arrival and departure dates into the computer. Then he asks the guest to sign his or her name.

When the guests are through with the formalities, the bellboy takes them and their luggage up in the lift and shows them to their room. He shows them where the light switches are explains the use of the room appliances, such as the television set, cooking facilities, if any, and the air conditioning. He can also run errands for you. Now that you have been settled in a hotel room and have been given the key of it, you become a regular hotel guest.

At the hotel you can get various services. If you want to have your suit pressed or dry cleaned, your shirt ironed, or your laundry done, you should ring for the maid and she will see to it that everything is done. You can also have your meals served in your room.

In the lobby of a hotel there are a lot of offices: a booking office, post and telegraph offices, an information desk supervised by the concierge. At the information desk you can enquire about the departures and arrivals of trains and flights, about telephone numbers and addresses of offices and private individuals and about a lot of other things. Concierges are always ready to help the guests and provide them with all kinds of useful information. Besides, there is a newsstand, a bookstall, a kiosk selling picture postcards and souvenirs. Cosmetics and liquor are sold too, but for you seats at the theatre or on the plane, or hotel accommodation in another town.

In the same building there are also restaurants, bars, cafeterias, beauty parlours, saunas, steam rooms and massage rooms, along with fully equipped supervised gyms and swimming pools.

Hotel

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 travelling. There are luxury hotels, which seems to be expensive, B&B hotels, where you will get only breakfast and 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' 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, I do like t5hat 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 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 friend's 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.

Personally I'm for staying in a hotel inspite of all disadvantages. It's only a freak chance, everything can happen. So before booking a hotel, you'd better learn some facts about it in the net or from your friends for sure.

Hotels in Russia

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 will oblige 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 euros. In Moscow the average cost of placement in 2010 made 171 euros; thus the lodging for the night price in three-stars hotel was on average equal 97 euros, in four-star - 155 euros and 225 euros in five-stars hotel.

The new system of classification of hotels accepted in Russia will be valid from 2011. The system of an assessment is most approached to the European. It concerns only those hotels which already have "stars" - they will be rechecked; and also hotels which will apply for "stars" for the first time. Certification, however, will still not be obligatory - so, hotels have the rights at all not to pass it.

Hotel 1 *

One-star hotels are located on suburbs of settlements. In those independent travelers and youth traditionally stop. Usually it is small hotel in which it is no more than ten numbers and which is served by a family of businessmen. Food isn't supposed, however perhaps by agreement.

Requirements of comfort in such type of hotels are minimum: in number only a bed and a bedside table; conveniences - on a floor. Besides, the entrance is after one o'clock in the morning forbidden.

Hotel 2 *

Number is equipped with a bed, a table, a chair and often a sink. Existence of a shower and the TV (however, from which it is necessary to pay for the panel in addition) - perhaps, but it should be taken into account that it not the obligatory requirement. As for food, in two-star hotels only the breakfast is, as a rule, offered.

Hotel 3 *

Number of three-stars hotel usually one - or double; it has to be equipped with phone, the TV and, perhaps, a minibar. Placement in a double room with an additional bed is traditional for family vacationers.

Hotel 4 *

The four-star hotel is distinguished by the increased level of comfort and a successful site - usually it is the downtown. Existence of the protected parking, a gym, possibility of the order of a taxi and minibuses - is obligatory. Besides, such type of hotels has a large number of additional services. Numbers, besides standard household appliances, have to be equipped with the refrigerator, the conditioner and the mini-safe.

Hotel 5 *

Traditionally five-star hotel is a complex with all infrastructures, necessary for life: restaurants, in bars, fitness centers, shops, beauty shops and laundries. Numbers can be various: two-story in which bedroom (or bedrooms) are located on the second floor; or in the form of multiroom apartments, it is more similar to the apartment. Besides, numbers are in addition equipped with replaceable dressing gowns, cosmetics, slippers, it is possible - the computer with Internet access.

Places to stay in England

You can get information about places to stay and accommodation from the BTA(British Travel Agency). Many guidebooks have advice on this too. It's wise to book accommodation in London before you come, especially at busy times like the summer.

If you arrive in London without anywhere to stay, you can use the Accommodation Service at the TICs at Heathrow and Victoria. Selfridge and Harrods can also provide such information and addresses to try. The most popular places are motels, hotels, hostels and bed and breakfast (B&B).

Hotels are much the same in all countries. They are the places to go if you are looking for comfort and extra services, though of course they're the most expensive kind of accommodation.

They often have more facilities for food than other places to stay, offering main meal and also snacks and room service.

Motels (also called motor hotels and motor inns) are hotels especially for drivers. Often they're near motorways or main roads, and there is always lots of parking space. Some have rooms like hotel entrance, a bathroom and a place to cook or make tea or coffee (self-catering).

Guesthouses are usually smaller and cheaper than the hotels and are often pleasant and friendly. Apart from the bedrooms, there will be a dining room for meals and a living room that guests can use.

A popular place to stay is "B&B" – a private house or a farm which takes a few guests. They are actually like guesthouses, but they're smaller and may give you the opportunity to meet some British people at home.

Inns are pubs with accommodation and meals, though these may be more like pub food than restaurant meals. Many inns are interesting old buildings which have been used for centuries by travelers, and they're often cheaper than hotels.

Top 10 best hotels in the world

Any sphere of human life can be assessed using various competitions, festivals and contests. People like to sort and choose the best variants presented. Here is a modern hotel business for several years now marked by award of World Luxury Hotel Awards (WLHA).

In 2013, according to the voting results was determined by the best hotel premium. It is the quality of services has served as the main criterion when evaluating hotels around the world. The participation of the world's best hotels.

According to the calculations of professionals in the competition was attended by over 80 countries. Top 10 unusual and distinctive hotels presented in this article.

1. Hotel on the coast of Thailand – nominated for "best resort".

The original hotel complex The Sarojin is located on the Western coast of the small resort town of Khao Lak . Guests can enjoy a wide range of services: jungle walks, croquet, fishing, etc. There are 56 comfortable rooms inside the hotel. The Sarojin consists of 7 two-storey buildings, where mandatory is the original balconies or private access to the garden.

2. The hotel-tower- nomination – the best view.

The Torch Doha is a unique hotel with a view of Doha. This hotel is located inside the tower Aspireha, on the territory of the sport complex, hotel outwardly is a torch. On the roof of the building there is a swimming pool with panoramic view of the city. There are only 318 rooms. Here you can find a sauna, a steam bath, a Spa, business centre, massage and much more.

3. Best interior design.

Al Jasra Boutique Hotel is a harmonious combination of chic and comfort. This hotel is in the heart of the capital of Qatar. There are 22 rooms. The hotel has a sauna and a Spa.

4. Hotel-hut.

Unique hotel Keekorok Lodge is situated on the territory of the reserve Masai Mara.

5. The hotel Golf course with the best conditions.

At the top of the cliff in Indonesia located awesome hotel Pan Pacific Nirwana Bali Resort. Massages, Spa, swimming pools and Golf course will impress any guest. They can not only to relax but also to enjoy African cuisine, coffee and special cigars.

6. The hotel in the desert.

Near Abu Dhabi in the territory Arab Emirates was located the hotel Qasr Al Sarab Desert Resort by Anantara. This hotel complex is completely surrounded by sand.

7. The hotel is secluded type.

In Thailand on Koh Yao Yai is located an amazing Spa hotel Santhiya Resort & Spa Koh Yao Yai.

8. Best country hotel.

Irish countryside hotel complex Lough Eske Castle is a real castle, impregnated with comfort and coziness.

9. Hotel on the island.

Coco Privé Kuda Hithi Island in the Maldives has accommodation in the form of mini-villas. Yoga, fitness, diving here.

10. Suite of high level of comfort.

In Thailand, close to Nai Yang beach is a hotel Indigo Pearl Resort. It is here that best SUITES.

The Maldives

The Maldives is a unique place, is able to charm his splendors and unspoilt beauty of primeval nature. Who has been here once, will carry through the entire life of exotic dive and a quiet relaxing holidays.

Touristic trip the Maldives will give you a unique opportunity to visit a real fairy tale, plenty to enjoy the magnificent resorts, which are unique in the world surrounded by pristine golden sands, where there is no place to the noise of cities and satiety European civilization.

By selecting one of the many proposals of tour operators, the prices of which can be considered quite acceptable for the European traveler, you have to head immerse yourself in the quiet rest in conjunction with the colorful excursion program, thanks to which the sea of impressions and delight is guarantee to you!

Most tours to the Maldives include a visit to the Male', where in all the glory will appear before the eyes of the astonished audience old mosque, the Islamic center, the national museum and presidential palace. Those people, who go to the Maldives for the thrill of it, receive a lot of adrenaline from snorkeling and diving. Naturally, will not remain without attention and the opportunity to participate in water safari, as well as work out in the wind-surfing and hone their skills of floating on the canoe.

During the tour you will also have to yourself to feel all the charm of a relaxing treatment in the spa-centers, which are virtually in every hotel. What can be more profitable than the pleasure of an unforgettable holiday in conjunction with the wellness?

Wedding tours to the Maldives today are very popular. Wedding is the most important step for young people. It is in this remarkable day they bring each other oath, which binds them together in an unbreakable bond. Naturally, the newlyweds want this fantastic day remains their most vivid memory for all subsequent years. The wedding ceremony, conducted by local custom, will produce an unforgettable impression. At the same time as a wedding gift newlyweds are discounts for accommodation and use of the spa-procedures.

Hotel staff

At the hotel entrance hall

We are in the entrance hall of a big modern hotel in Moscow. The receptionist clerk is behind the reception desk. He gives the guests the keys to their apartments. Modern hotels have electronic locks on the doors. They are opened with a plastic card with magnetic code. The codes are usually changed every day.

There is the inquiry office to the right. They'll answer all your questions and give you all the information you want.

At the service bureau you can order a taxi or rent a car, book train and air tickets in advance. You can also register for an excursion to see Moscow's places of interest.

There is a small banking office in the entrance hall. You can cash traveller's checks and change currency there.

If you need to leave your suitcases for a while you can use the left-luggage office. The hotel porters will help you to carry your luggage.

Hotel staff

For creation of positive image and good reputation of any hotel it is very important to pick up its personnel correctly. It is necessary that employees were good professionals, and their quantity sufficient for trouble-free operation of hotel. In each hotel different number of the service personnel, but anyway the following positions are obligatory: administrator, door-keeper, porter, security guard, cook, concierge, maid and manager of booking. Obligatory requirements to these positions are: knowledge of foreign languages, resistance to stress, goodwill, ability to communicate with people, etc. Existence of the diploma about assignment of this or that qualification is also very important. Such hotels as Cannes Palace Hotel, for example, traditionally choose only the best personnel.

Reception, registration of guests, control over the implementation of requests of lodgers and implementation of internal communication with various services of hotel belongs to duties of the administrator. People of this profession have to possess the increased resistance to stresses, to be the disciplined and good organizers. Also in certain cases, performance of functions of the manager on

booking, the cashier belongs to duties of the administrator. For convenience of guests in large hotels there can be some administrators.

The porter or the door-keeper is peculiar "business card" of hotel since acquaintance of guests to hotel begins with it. For small hotels combination of duties of the porter and administrator is characteristic.

One of the most important professions in hotel business is a maid since she is responsible for purity of all hotel and numbers. This profession doesn't demand vocational education, but thus demands big physical efforts. And if process of cleaning is carried out by means of various modern stock, such works how to make a bed, to check a condition of an interior in each number, to pack the things forgotten by lodgers demand constant attention and concentration. Also maids are engaged in an ironing and washing of linen.

The care of lodgers of hotel belongs to duties of the concierge: the order of a little table at restaurant or tickets for actions, booking of tickets for transport, ensuring care of clothes of guests, if necessary the organization of work of the nurse for children, etc. Concierges of Cezanne Hotel Spa hotel which to be in Cannes, are some kind of standards.

Fundamental obligation of the manager on booking is registration of armor, necessary consultations. Therefore also requirements to this specialty the very high: the competent speech, ability to carry on telephone conversations, knowledge of the city, etc.

Profession hotel administrator

The hotel administrator — the first whom the visitor therefore on it responsibility for creation of positive first impression lies meets. Than the hotel administrator is engaged? Coordinating of work of hotel belongs to its duties. He is responsible for coordination of actions of the personnel and instructs employees, advises lodgers of hotel, settles them, acquaints with rules of accommodation, gives out and takes away keys from numbers, is responsible for correspondence.

The position of the hotel administrator is demanded in hotels, hotels, recreation facilities, camps, guest apartments, etc. Administrators of hotels are necessary in each city and, especially in resorts, both domestic, and foreign.

In times when hotels were called still coaching houses, functions of the hotel administrator were carried out most often directly by owners of an institution. They received guests, they established

orders, and they controlled their performance. Today the profession of the hotel administrator is very demanded because the sphere of tourism actively develops also the number of hotels and hostels grows.

Belongs to functions of the hotel administrator:

- Room reservation;
- Reception, registration, placement and extract of visitors;
- carrying out mutual settlements with lodgers and preparation of reporting documentation;
- providing full information on services;

Employers make the following demands to the hotel administrator:

- Experience in hotel business;
- Secondary vocational or higher education;
- Knowledge of one-two foreign languages (most often English at the level of Intermediate);
- Possession of the personal computer;
- Ability to work with documents;
- Competent oral and written language.

The person with secondary or higher education who passed the corresponding training in school of travel and hotel business or on courses of administrators and managers of hotel can hold the administrator's position. By the way, train in hotel business and hotels which prefer to acquaint at once competitors with work at them.

The salary of the hotel administrator depends on the region, prestige of hotel and other things and varies within 23-40 thousand rubles. Respectively, the average salary of the hotel administrator makes 30 thousand rubles. Tip, the paid food, telecommunication, subscriptions in sports clubs, tickets for concerts and various actions can be addition to the main income.

The organization of service of reception and accommodation of consumers in

hotel

Technology of booking of rooms in hotels

Booking — is the advanced order of places and numbers. Service of guests in hotel begins with this process. The staff of department of booking and service of reception and placement is engaged

in room reservation. Demands for booking from clients come to these divisions. Except formal collecting demands the department of booking has to study demand for hotel.

Process of cooperation of the client and hotel begins with the demand for booking. The demand arrives on the Internet, phone, mail and some other way personally from the client or the intermediary — the natural or legal entity. Each demand for booking has to be registered department of booking. In the demand the client has to report a surname, a name, a middle name, date of arrival, term of stay and date of departure, category and number of rooms, a payment form.

After obtaining the order irrespective of a booking system the analysis of a number of rooms is quickly carried out. This stage is especially important for image and efficiency of functioning of hotel. The careful analysis of the order of a number of rooms is necessary for avoidance of reception of advanced orders on number of rooms exceeds quantity of the free. Control of places is exercised in the course of reservation by use of various technological methods:

- Computer system in case of booking on the Internet;
- Books of control of booking;
- Wall schedule.

Computer booking systems in the autonomous mode trace advanced orders, quantity of busy and vacant rooms, and number of rooms which were released also the income from the order daily. The analysis is carried out on category of numbers, category of guests and other characteristics.

After receipt of the demand for booking and verifications according to fillings of numbers in hotel the operator on booking carries out the account. With registration record the employee of service of booking receives important information on the client: a surname, a name, a middle name of the client or data on the organization customer, a payment form, quantity and category of numbers, term of stay and a wish concerning accommodation conditions, information from an advance payment. The received information can become a basis of creation of an individual approach in service of the client and check of his solvency. After introduction of necessary information, the department of booking assigns to the client number for booking confirmation. In technology of booking the stage of confirmation coordinates readiness of hotel to provide services in placement, and the client to confirm intentions to use services in accommodation. Booking is confirmed with the special message, sent by hotel to the client, is called confirmed. Thus in writing goes to the application received in an oral form or by phone, confirmation within one day. On the demand, they arrived mail; confirmation goes in writing within one-two days.

Order of registration and placement of guests in hotel

Moving consists of a meeting, registration, delivery of a key and maintenance to number. Two types of a meeting are possible: at the airport or at the station (on distant approaches), and also before an entrance to hotel or in a lobby (on near approaches).

The meeting on distant approaches allows to get acquainted before arrival in hotel with the guest, to make or correct the program of service, to tell about hotel and services. Agree about such meeting when booking. In high-class hotels guests are welcomed by the door-keeper and welcome them at an entrance.

In small hotels the guest approaches a rack of service of reception and placement where he is welcomed by the administrator. If the client comes to hotel not the first time, to make positive impression, is desirable to address to it by name. Also in many hotels the administrator stands behind a rack, but doesn't sit. It expresses this respect for the guest.

Process of registration in hotels of various categories differs on time and quality of service, but information on the guest the identical everywhere. In the hotels having the automated system, registration takes place very quickly.

Distinguish two types of clients which arrive for registration. One of them made a hotel reservation, others - No. in advance. The settlement of clients on a reservation in hotels with the automated system takes some minutes. By the way, in one of Japanese hotels time from a greeting before receiving a key takes 45 seconds.

At the advanced order data on the client are already known from the demand for booking. The administrator only specifies number of the demand, chooses the necessary module in computer system and carries out registration. From the guest it is required to sign a registration card only.

Process of registration of guests without preliminary booking takes more time, sometimes about five minutes. In this case the administrator considers nature of the placement necessary for the guest. Having filled a card, the guest signs it, thereby signing with hotel the contract confirming a type of placement, duration of accommodation and a room rate.

After the guest filled in the questionnaire, the administrator verifies these questionnaires and passports of the guest, enters in the questionnaire number of the room in which he will live, date and an arrival time and signs it. Further the administrator writes out permission to the settlement.

After payment the guest receives the second copy of the account. At registration to it draw up the account for accommodation containing number tariff (or places) increased by number of days,

booking payment, payment of additional services which the guest orders at registration, and various hotel taxes.

Check out: the procedure extracts the guest calculations

When the guest departure it provided full payment to him for accommodation paid services. As previously mentioned, the calculations with living can be made by cash, credit card, Bank transfer (transfer 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 this 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 documents; a unit for storage of seals, stamps; phone etc.

Cashiers handle accounts, accrual of payment 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)/

The computer automatically calculates the amount for accommodation, given the system a single check-in time check0out time – 12.00, summarizes the cost of all telephone calls, takes into account all discounts for accommodation and additional services.

It's not enough to call the final amount. You should verify the accuracy of account, viewing, along with guest of all charges on his account during the stay in the hotel. You should always ask the guest to check whether the accrued amounts. If a mistake was made, you must make appropriate changes and to apologize to the guest.

Confirmation of the correctness of the account is the signature of the guest on it.

The order of payment for accommodation

When paying for accommodation plays the role of a number of past days, the time of arrival and departure. Payment for accommodation will be charged at prices determined by the contractor. For employee in Front desk is very important to know the order of payment for accommodation and be able to competently explain to the customer what is taken to be one or the other amount. The order of calculation with clients for accommodation is defined by the Rules of hotel services in the Russian Federation, approved by RF Government decree of 25 April 1997 No. 490, which are used by most Russian hotels. According to this document “payment for accommodation will be charged in accordance with check-out time – 12 hours of the current day, local time. Sometimes for large groups of tourists in the evening (after 12 hours) is provided with one or more staff rooms free of charge. In these rooms they may lay down their luggage, freshen up, and relax before departure. Thus, tourists can save money by not paying the additional stay in your room after check-out time.

In the case of 100% load non-relevant category or 100% of the booking of the room types the hotels has the right to refuse a guest in the possibility of delaying the departure. The total number of guests in the room must not exceed the number of places in the room. If the client wishes one to take a multi-bed room, it is full payment for the entire room. For stays of no more than one child under the age of 7-12 years without providing a special berth fee, usually are not taken.

If necessary, the room can accommodate an extra bed or cot, often for an additional fee. For each night of stay visitors in the room is taken an additional fee. Different it is, of course, different. The issue of visitors is very delicate. Experienced hoteliers are advised to solve it individually, as the case may be. Every single hotel has its own policy on this.

The services rendered by hotels

Hotel services

Large hotels usually offer their guests different kinds of services. At the laundry they can have their things washed and pressed. At the dry cleaner's they can clean their clothes. At the shoes repair shop they can have their shoes mended and polished.

Hotel restaurants have a Room Service department for the guests. Room service is the service of food or beverages in guest's rooms. The Room Service department works together with the kitchen of the restaurant. Hotels are often judged by the standard of the room service they provide. Five-star hotels provide room service for at least 18 hours of the day, but more often they provide 24-hour service, and that service must at all times be friendly, quick and efficient.

The dishes available for service in rooms are listed on a special room service menu.

The guest can order:

- Breakfast from 6 am to 11 am
- All day dining from 11 am to 11 pm]
- A la carte dishes from 7 pm to 10 pm
- Night owl menu from 11 pm to 6 am

Most orders to Room Service are given by telephone. The waiters from the Room Service bring the dishes that were ordered by the guests on trays and trolleys. They usually knock on the door three times and say loudly, "Room Service". When the door is opened the waiter enters the room and greets the guest. The guest tells where to place the tray or trolley. The waiters usually explain what they have brought, ask to sign the bill, and tell the guest to put trays or trolleys outside their rooms in the passage after they have finished their meals.

The types of services provided in hotel

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.

- services of the organizations of public catering (bar, restaurant, cafe, buffet, pub);
- shops (souvenir, grocery), vending machines;
- infrastructure of entertainments (disco, casino, night club, slot machine hall, billiard room);
- the organization of sale of tickets in theaters, circus, on concerts etc.;
- care of children, rendering of services of the tutors and nurses speaking language, native for the child;
- care of animals who make a trip together with owners;
- transport services (booking of tickets for all means of transport, the order of motor transport according to the demand of guests, a taxi call, a car rental);
- purchase and flowers delivery;
- sale of souvenirs, cards and other printed materials;
- consumer services
- services of beauty shops and hairdressing salons;
- sauna, bath, pools, gym;
- rent of halls of negotiations, conference room;

Services in hotel for separate categories of clients

VIP clients

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. All expectations of the guest created by stay in the best hotels of the city have to be realized. Any trifles any subjects of use and even documents which it faces at registration, have to correspond to the high level of the European standard 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.

Thus the hotel doesn't limit itself in the price range at a choice of the equipment and home decoration: all expenses will be considered when forming cost of hotel service. VIP clients bring a lot of additional trouble of administration, but they always pay higher price for the provided services, their periodic accommodation in hotel automatically increases its image, considerably increases the income and influences rates of development of hotel.

Client woman

Since women are more inclined becomes regular customers of hotels especially important to provide performance of the most essential to them of requirements. They generally use the same criteria at a choice of hotel (location, the price etc.), as men, but their system of priorities differs. Purity and appeal of hotel are more important for women, than for men.

Women are disturbed more by safety. They prefer to stay in hotels only with one (main) entrance located near the porter's rack and with well lit central corridor which doors of all numbers enter. Existence of a nearby parking lot or well lit garage is desirable. Existence in number of door chains, eyes, and safe locks is very important. Before suggesting the guest to enter number of the porter has to open a door and check it.

Most of women prefer that in number there were enough places for work and holding meetings. In number there has to be a good lighting and surely a table with phone;

Usually duration of accommodation of women in hotel is more, than men therefore among women such services as the pool and exercise machines are popular.

Women are more sensitive to quality of service; negative experience in this sphere can affect desire once again to stay in hotel significantly. The personnel of hotel have to be appropriately prepared in order that service was provided in kind and at the same time business tone.

As on average women take mini-holidays more often and spend at restaurants for 25% more time, than men, therefore, bring in considerable incomes to the hotel enterprise therefore it is very important to ensure safety, comfort and all necessary services which this segment of the market demands.

Quality and the list of the paid provided services depend from the appropriated hotel of category, it is natural that services have to correspond to the level of hotel. If you wish to have a rest in hotel, whose services for all 100% conform to the international standards of quality, the Broadway hotel will become for you and your family the best choice.

The most widespread paid services: excursion service of guide-interpreters, order of services, organization of sale of tickets for all means of transport. And also the order of motor transport at the request of the vacationer, a car rental, a taxi call, flowers delivery, the order and booking of places at restaurants of the city, the organization of sale of tickets in circus, concerts, in theaters, etc. Still treat the paid services: sale of cards, souvenirs and other printed materials, repair and ironing of clothes, rent of a conference room, repair of footwear, dry-cleaner and washing of clothes, service of a hairdressing salon, service of restaurants, bars and buffets, service of the business center. Sometimes, to check quality of the rendered services, to the client at departure suggest filling in small questionnaires.

Loyalty program

So, in order that the guest had a positive impression about your hotel and in order that your guest began the regular customer to pay important much attention to formation of loyalty of clients. According to various researches regular customers bring in more than a half of the income of the hotel enterprise. Besides, the regular customer satisfied with hotel and provided in it service, will recommend your hotel to the colleagues and friends, and, as we know, the best advertizing, than the recommendation of acquaintances, in the field of hospitality not to find.

So, if the guest nevertheless stopped a choice on your hotel, having believed advertizing and information on the site on advantages of your hotel, he expects to see all this actually. And at the

first acquaintance of the guest to hotel it is important to create positive image. And here it is important to remember "common ground".

The first point is a sounding of a voice in a receiver at room reservation. Managers have to know etiquette and subtleties of telephone communication.

The second – the driver of the transfer vehicle (if similar service is rendered to the guest). At the wrong time the sent car, roughness of the driver won't make positive impression.

The third point — the hotel administrator. How quickly and on how many professionally the guest will be registered, will develop general impression about hotel.

- **Privileges** – various services provided to guests over the list of obligatory services. (Early arrival / a late check-out without surcharge, settling in number of higher category, a discount at restaurant, change/cancellation of armor without penalties, theater tickets, etc.)

- **Bonus points** – when using of services of hotel the guest gets points. Accumulating a certain number of these points, the client receives a bonus: free accommodation or other bonus provided by the program.

- **Programs for corporate clients** – according to these programs are provided to corporate clients various privileges: discounts for placement, special procedure of cancellation of booking, help in the organization of holding working meetings, conferences, transfer, etc.

Selecting for itself loyalty program it is important not to go too far in aspiration to capture as the bigger number of visitors is possible. After all similar programs mean some exclusivity allowing visitors to feel like welcome and special guests in your hotel.

Money, money, money

History of money

The use of money is as old as the human civilization. Money is basically a method of exchange, and coins and notes are just items of exchange. But money was not always the same form as the money today, and is still developing.

The basis of all early commerce was barter, in other words the direct exchange of one product for another, with the relative values a matter for negotiation. Subsequently both livestock, particularly cattle, and plant products such as grain, come to be used as money in many different

societies at different periods. The earliest evidence of banking is found in Mesopotamia between 3000 and 2000 B.C. when temples were used to store grain and other valuables used in trade. Various items have been used by different societies at different times. Aztecs used cacao beans. Norwegians once used butter. The early U.S. colonists used tobacco leaves and animal hides. The people of Paraguay used snails. Roman soldiers were paid a "salarium" of salt. On the island of Nauru, the islanders used rats. Human slaves have also been used as currency around the world. In the 16th century, the average exchange value of a slave was 8000 pounds of sugar.

Gradually, however, people began exchanging items that had no intrinsic value, but which had only agreed-upon or symbolic value. An example is the cowrie shell. Metal tool money, such as knife and spade monies, was also first used in China. These early metal monies developed into primitive versions of round coins at the end of the Stone Age. Chinese coins were made out of copper, often containing holes so they could be put together like a chain. The Chinese invented also paper money during the Tang Dynasty.

Outside of China, the first coins developed out of lumps of silver. They soon took the familiar round form of today, and were stamped with various gods and emperors to mark their authenticity. These early coins first appeared in the Kingdom of Lydia (now in Turkey) in the 7th century B.C. Paper money was adopted in Europe much later than in Asia and the Arab world -- primarily because Europe didn't have paper.

The Bank of Sweden issued the first paper money in Europe in 1661, though this was also a temporary measure. In 1694 the Bank of England was founded and began to issue promissory notes, originally handwritten but later printed. To make travelling with gold less dangerous, goldsmiths, or people who made jewelry and other items out of gold, came up with an idea. The goldsmiths started writing out notes on pieces of paper that said the person who had the note could trade the note in for gold. These promissory notes were the beginning of paper money in Europe. If you look at a British bank note today, you'll see it still says: I promise to pay the bearer on demand the sum of twenty pounds.

Methods of payment

More and more people are using credit cards to pay for tickets, holidays, etc. Do you know the procedure for accepting credit card payments?

What would you do in the following situations?

1. A man wants to pay for a holiday by credit card. You notice that the card has no signature.
2. A woman tries to use her credit card to pay for some tickets. You notice that card expired the previous day.

3. Someone wishes to make a credit card payment by telephone.

Memorandum

1. Always ensure that the credit card is valid. The expiry date appears on the card. Note that some cards also carry a “Note valid before” date. If the card is invalid, you must obtain authorization from the appropriate credit card company.
2. The card holder’s signature must appear on the card. Holders of unsigned cards must produce proof of identity and signature, and then sign the card in front of a staff member.
3. Check that the credit card is not on the blacklist of the issuing company.
4. The amount to be charged must not exceed the limit set by the credit card company. For amounts above the limit, authorization is necessary.
5. Cards that are damaged or defaced in any way are invalid.
6. In the case of telephone sales, make sure you note the following details:
 - Name of the card holder;
 - Credit card type;
 - Card number;
 - Expiry date;
 - Address of the card holder (to which credit card statement is usually sent);
 - Contract telephone number.

Services in a bank

Bank offer their customers different services mostly connected with organizing money. When you are visitor to a country you’ll probably go there for two reasons: to exchange currency or to put your money on a deposit or savings account.

When you are exchanging foreign currency in a bank, look for a sign saying “Foreign Exchange” or if you have traveller’s cheques in Britain simply “Change”. If you have pounds, however, you can cash them in the main part of a bank. Each time you exchange your money you’ll have to pay a small charge called commissions. Because of this it’s cheaper to exchange several notes together than to exchange them one at a time.

If you came to Britain for more than a few weeks you can open a current account at a British bank. In this case the bank may ask you for a reference (the name and address of a person who knows you) from someone who has a bank account in Britain.

Another way to keep your money safe is in an account for saving money – called either a saving account or a deposit account. Instead of a cheque book, you usually get a small book which you use

to pay money in and to take it out. All banks and the Post-office have accounts like this and they'll be happy to tell you about them

In a bank you usually have a current account, which is one where you pay in your salary and then withdraw money to pay your everyday bills. The bank sends you a regular bank statement telling you how much money is in your account. You may also have a savings account where you deposit any extra money that you have and only take money out when you want to spend it on something special. You usually try to avoid having an overdraft or you end up paying a lot of interest. If your account is overdrawn, you can be said to be in the red (as opposed to in the black or in credit).

Sometimes the bank may lend you money – this is called a bank loan. If the bank (or building society) lends you money to buy a house, that money is called a mortgage.

The money that you pay for services, e.g. to a school or a lawyer, is usually called a fee or fees; the money paid for journey is fare.

The descriptions of the Russian hotels

Hotel Four Seasons Hotel Lion Palace, St. Petersburg

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, Newsy a prospectus and the Maryinsky Theater. The distance to the Moscow station makes 3 km, to the Pulkovo airport – 15 km.

Hotel Radisson Royal Moscow, Moscow

Radisson Royal Hotel is the magnificent hotel which is in the center of Moscow and calculated, first of all, on the wealthy people who arrived to the city for the solution of business matters. Near hotel there are a Moscow City complex and the Government house of the Russian Federation, TsMT, the Kremlin and the Russian Foreign Ministry, foreign embassies, and also such sights as the Red Square, St. Basil's Cathedral, the Tretyakov gallery. In hotel 7 restaurants work, a Spa center, indoor pool, a sauna, the Russian bath, business center, and library – the total area of an institution is equal to 2140 square meters. All numbers blow the mind luxury of a situation.

Hotel Seven Hills, Smolensk

The Seven Hills hotel is located near the railway station of Smolensk. Hotel rooms are issued in classical style, have own bathrooms equipped with hair dryers. The restaurant of hotel offers a wide choice of dishes of European cuisine in the menu, in the bar also big range of drinks from around the world. The wireless Internet in all premises of hotel is provided free of charge. For business people the hotel offers two conference rooms of various capacities. When carrying out actions the restaurant of hotel will organize lunches and coffee breaks for participants. Guests of hotel can leave privately owned vehicles in safety on the protected parking.

Hotel Noble Nest, Smolensk

The Noble Nest hotel represents the whole hotel complex with the restaurant and bar, the hall for celebrations and conferences, two saunas. The hotel settles down in the most beautiful natural corner in the territory of the former noble estate. Placement in one of 5 VIP-houses or 28 spacious rooms equipped with all necessary for accommodation is offered to guests. The restaurant is proud of the menu from various author's dishes. The banquet room is issued in aristocratic style. The protected parking is provided for guest cars. The hotel complex is in the closed protected territory.

Hotel Homeland Grand hotel and Spa, Sochi

The Rodin Grand Hotel SPA hotel is located in the center the city of Sochi. Respectively, nearby mass of shopping centers, bank offices, entertaining establishments, restaurants and cafe. Own beach, restaurants of various kitchens, a Spa salon, the pool in the building and on a terrace is provided for guests of hotel. Round hotel a magnificent garden with subtropical plants is laid out.

For accommodation it is offered to reserve cozy rooms and comfortable luxury with minibars, safes, conditioners. In rooms there is leather furniture. The cafe which menu included tasty drinks and snack works at a beach. Besides it is possible to have a rest in any of several bars. The big center Spa procedures are included in the list of the largest centers of this kind in Europe. The Rodina hotel also has movie theater, the billiard hall, sports grounds and tennis courts.

Hotel and Spa hotel Barvikha, Moscow

The Barvikha Hotel & Spa hotel, according to the name, settles down in the city of Barvikha, near the airport. Near hotel there are the main higher education institution of the country of MSU and the Exhibition center "Crocus", and from the Moscow belt road the hotel is separated by only 8 km. In this hotel it is possible not only to relax in a Spa salon or the fitness center, indoor pool or a sauna, but also to hold business summit: to services of guests the modern and completely equipped conference room and a banquet room. In the territory of an institution 2 restaurants and 2 bars work, there is a library. To placement 65 magnificent numbers with balconies, bathrooms and the free wireless Internet are offered.

Hotel North Castle, Novosibirsk

The North Castle hotel is in the city of Novosibirsk. A row located the Severny airport, exhibition complex and huge Zayeltsovsky pine forest. To the downtown really to reach in fifteen minutes in rush hour. In property of hotel complex there is a bowling club "Pilot", sushi bar, sports bar, an open verandah for a warm season. In the territory of Nord Castle hotel there is all necessary for rest with a family and for business business trips and office parties. The facade of the building is issued in Baroque style. In all rooms the latest air conditioning devices are installed. Besides the last technologies in the field of protection and safety are used. In numbers except TVs there is modern stereo equipment. In any point of hotel the Internet is available. For accommodation it is possible to reserve standard rooms and luxury with fireplaces and extensive drawing rooms.