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«Сочинский государственный университет»

Университетский экономико-технологический колледж

**ИНОСТРАННЫЙ ЯЗЫК В СФЕРЕ ПРОФЕССИОНАЛЬНОЙ КОММУНИКАЦИИ**

**МЕТОДИЧЕСКИЕ РЕКОМЕНДАЦИИ**

**по выполнению практических работ**

для студентов специальностей

43.02.10 «Туризм»

Сочи • РИЦ ФГБОУ ВО СГУ 2020

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Методические рекомендации по выполнению практических работ по дисциплине «Иностранный язык в сфере профессиональной коммуникации» составлены в соответствии с Федеральным государственным образовательным стандартом. Рекомендации состоят из заданий, которые, предлагается выполнить в определенной последовательности, приложений 1,2, включающие в себя тексты и диалоги по темам. Объем заданий рационально систематизирован, указаны источники самостоятельной деятельности студентов по выполнению задания,

Для студентов специальностей 43.02.10 «Туризм».

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СОДЕРЖАНИЕ

ВВЕДЕНИЕ………………………………………………………………………..4

Unit1……………………………………..………....................................................5

Unit2……………………………………..………....................................................6

Unit3……………………………………..………....................................................7

Unit4……………………………………..………....................................................8

Unit5……………………………………..………..................................................10

Unit6……………………………………..………..................................................11

Unit7……………………………………..………..................................................12

Unit8……………………………………..………..................................................15

Unit9……………………………………..………..................................................17

Unit10…………………………………..………...................................................19

Unit11…………………………………..………...................................................19

Unit12…………………………………..………...................................................21

Приложение №1………………………………………………………………….25

Приложение №2………………………………………………………………….43

Список рекомендуемой литературы………………………………………….123

ВВЕДЕНИЕ

Методические рекомендации по выполнению практических работ по дисциплине «Иностранный язык в сфере профессиональной коммуникации» 43.02.10

Основное назначение МР – закрепить и активизировать языковой и речевой материал раздела «Профессионально-направленный модуль», автоматизировать лексико-грамматические навыки при работе с профессионально-ориентированными текстами. Лексико-грамматические упражнения нацелены на быстрое и качественное запоминание профессиональных терминов, повторение и практическое применение грамматических правил на базе профессионально-ориентированных текстов.

МР состоит из 12 уроков (Units) и 2 приложений (Appendixes). Материал каждого урока предусматривает последовательное, поэтапное изучение определенной темы, связанной с будущей профессиональной деятельностью студентов. В основу каждого урока положен принцип развития речевой деятельности: чтения и устной речи.  Приложения включают образцы текстов и диалогов, словарь профессиональных терминов и сокращений и глоссарий.

МР соответствует уровню подготовки студентов по дисциплине «Иностранный язык в сфере профессиональной коммуникации» для специальности 43.02.10 «Туризм»

В соответствии с ФГОС по дисциплине Иностранный язык в сфере профессиональной коммуникации» студент должен:

УМЕТЬ: общаться (устно и письменно) на иностранном языке на профессиональные и повседневные темы; переводить (со словарём) иностранные тексты профессиональной направленности; самостоятельно совершенствовать устную и письменную речи, пополнять словарный запас;

ЗНАТЬ: Лексический (1200 – 1400 лексических единиц) и грамматический минимум, необходимый для чтения и перевода (со словарём) иностранных текстов профессиональной направленности.

**Приложения 1, 2** Содержат образцы диалогов и текстов, способы получения и сообщения информации, проведения телефонных переговоров. Деловое общение, способствуют активному усвоению тематического материала и использованию его в устной и письменной речи в соответствии с потребностями данного вида деятельности и правилами ведения деловой беседы.

**Приложение 2.**Содержит языковой комментарий, представляющий собой словарь с наиболее частотной лексикой и выражениями, встречающимися в сфере обслуживания и при деловом общении. Содержит лингвокоммерческий комментарий, объясняющий смысл основных профессиональных терминов.

**UNIT 1.**

1. **Сопоставьте слова:**

|  |  |
| --- | --- |
| Career | относящийся к туризму |
| Vacation | гид |
| Permanent | сезонный |
| Seasonal | удобный |
| travel-related | способствовать |
| Arrangements | авиалиния |
| Guide | постоянный |
| Airline | карьера |
| Comfortable | приготовления, мероприятия |
| Facilitate | отпуск |

1. **Переведите слова и выражения на русский язык:**

to plan out itineraries, to earn money, to afford travel, to accompany groups, pleasing personality, ability, treatment, lavish, to serve customers, accommodation

1. **Переведите слова и выражения на английский язык:**

туристическое агентство, удобное кресло, способствовать развитию, чартерная авиалиния, сезонная работа, работа относящаяся к туризму, постоянная работа, интересный отпуск, удачная карьера, хороший гид.

1. **Переведите предложения с английского на русский язык.**
2. Agency is a business or other organization providing a specific service.
3. Foreign exchange is the system by which one currency is converted into another.
4. Career is a profession or occupation chosen as one's life's work.
5. Adventure is an exciting or unexpected event or course of events.
6. Guide-book is a handbook with information for visitors to a place, as a historic building, museum, or foreign country.
7. Travel is a journey from one place to another.
8. Vacation is a period in which a break is taken from work or studies for rest, travel, or recreation
9. Itinerary is a plan or line of travel; route.
10. Lavish treatment is an attitude, when people or organizations try to create the best conditions for the guest.
11. Accommodation is a general term which includes all the places where a tourist can live: hotels, motels, etc.
12. **Переведите письменно текст с английского на русский язык.**

**Careers in Tourism**

The travel and tourism industry is growing very fast. Today more people look for quality vacations where they can relax and also do something new and interesting. Unless tourist traffic grew, travel-re­lated jobs would not increase. These relate to various related services facilitating travel, such as travel agencies, banking, hotels, guides, airlines and other services. Some of them may be seasonal, limited to the tourist season from September to March but others are permanent in nature. Travel-related jobs are best suited for individuals who enjoy meeting people and make them comfortable. They are for those who like adventure and travelling. True, some are desk jobs, but even these jobs entail understanding the needs of the traveler and making the best arrangements possible for him.

1. **Ответьте на вопросы к тексту.**
2. Is tourism industry growing very fast?
3. What do people look for today?
4. Why do travel-related jobs increase?
5. Which services facilitate travel?
6. How long does the tourist season last?
7. What are two categories of jobs in tourism?
8. Are travel-related jobs best suited for individuals who doesn’t enjoy meeting people?
9. Do you have to like adventure and travel if you want to work in tourism?
10. What does the job in tourism entail?

**UNIT 2.**

1. **Сопоставьте слова:**

|  |  |
| --- | --- |
| conducted tour | туристические направления |
| to sell the concept | вакансия |
| tourist spots | мужчина |
| to do a course | варианты путешествий |
| to run a course | местный турист |
| Opening | учиться на курсе |
| domestic tourist | продавать путевку |
| male | вести курс |
| seasonal jobs | тур с сопровождением |
| travel options | сезонные работы |

1. **Переведите слова и выражения с английского языка на русский:**

to manage the travel, rock climbing, camping, pleasant personality, sales staff, purpose, reservation, budget, to prefer, to accompany groups.

1. **Переведите слова и выражения с русского языка на английский:**

дельтапланеризм, туристская достопримечательность, туроператор, туристическое агентство, готовый помочь, знания, качество, маршрут, краткосрочный, участвовать.

1. **Переведите предложения с английского на русский.**
2. Travel agencies have to offer the best possible travel option to the customer.
3. River rafting, rock climbing and hang gliding enable tourists experience maximum joy.
4. Tourists will stay in this hotel for several nights.
5. John is going to do a course in management.
6. This resort hotel is the most suitable place to stay in this area.
7. The guide won’t accompany the group tomorrow.
8. A new travel agency demands people with outgoing personality and good language skills.
9. You cannot cross the border without vaccination certificates.
10. Does the university train specialists in the sphere of tourism and hospitality?
11. I do not want to buy this tour package.
12. **Переведите текст с английского на русский.**

**Travel Agencies**

Travel agents assess the needs of tourists and businessmen and help them make the best possible travel arrangements from the many travel options available. Many resorts, travel groups use travel agents to promote their tour packages to travelers. They deal with almost everything connected with travel including the shortest route to the destination, travel mode, the important documents that will be required (visa, passport, vaccination certificates etc.), suitable places to stay, current exchange rates, tourist attractions to visit, climate and they will plan the trip keeping in mind the clients' preferences, budgets and special needs. In travel agencies there are openings for reservation and counter staff, Sales and Marketing staff, Tour escorts and tour operators, cargo and courier agencies etc. A short term course or a diploma in travel and ticketing of 3-6 months duration will help gain entry into an agency. Several large travel agencies also offer short-term training programs, and tend to absorb most of the candidates. Some agencies take in fresh graduates and train them on the job. Most travel agencies demand persons who have a pleasing personality and the ability to deal with customers. A knowledge of destinations and procedures help a great deal.

1. **Ответьте на вопросы к тексту.**
2. What do travel agencies assess?
3. Why do many resorts and travel groups use travel agents?
4. What activities are connected with travel?
5. What important documents are required for traveling?
6. What do travel agents have to keep in mind?
7. What is the synonym for “vacant position”?
8. Whom do travel agencies tend absorb?
9. What do large travel agencies offer?
10. What persons do travel agencies demand?

**UNIT 3.**

**Сопоставьте слова:**

|  |  |
| --- | --- |
| primary importance | агент по бронированию |
| ground duties | подходить под |
| car hire agency | кассир билетной кассы |
| reservations agent | работы на земле |
| flight duties | возможности карьеры |
| service industry | первостепенное значение |
| ticket agent | возможность карьеры |
| career opportunities | работы в воздухе |
| added advantage | агентство по прокату автомобилей |
| come under | индустрия обслуживания |

1. **Переведите слова и выражения с английского языка на русский:**

basically, amount, institute, besides, hotel industry, exciting, advantage, allow, decade, variety.

1. **Переведите слова и выражения с русского языка на английский:**

безопасность, предлагать, ожидать, карьера, железная дорога, возможность, вероятность, полет, включать, гид.

1. **Переведите предложения с английского на русский.**
2. Front office department is in charge of the day-to-day operation of the hotel.
3. Housekeeping department is responsible for the work of laundry, chambermaids, technical personnel, etc.
4. Food and Beverages department deals with catering, restaurants and bars.
5. Accounting department takes care of financial operations.
6. Engineering and Maintenance department takes control over the buildings, premises, water removal and energy supply.
7. Public relations department deals with promotion and advertising of the hotel.
8. Security department is responsible for safety of guests and stuff.
9. Transport for tourists can be divided into three main categories: journeys by air, journeys on water, and journeys on land.
10. Hotel management courses are offered by many colleges, institutes, and universities.
11. There’s a great variety of career opportunities in tourism and hospitality.
12. **Переведите текст с английского на русский.**

**Hotels and Transport**

The hotel industry is basically a service industry providing food and accommodation to the visitors. It is one which requires a large amount of manpower, with a wide variety of skills. In India alone, about 180000 vacancies are expected to be filled within the next decade. Any hotel offers career opportunities in its various departments such as Front office, Housekeeping, Food and Beverages, Accounting, Engineering and Maintenance, Sales, Public relations and Security etc. One can enter this field through direct entry in some departments or through hotel management institutes. There are many institutes that offer hotel management courses. Many hotels also offer overseas training opportunities, which allow young people to gain promotions rapidly.

Besides airlines, travel facilities include rail services, coach operators, car hire companies, etc. Whatever that takes tourists from one place to another – by air, road, railway, sea, etc. comes under category of travel and tourism. Tourists use almost all these travel facilities.

1. **Ответьте на вопросы к тексту.**
2. What is the hotel industry?
3. What does the service industry provide to the visitors?
4. In which departments does any hotel offer career opportunities?
5. What courses do many institutes offer?
6. What training opportunities are offered by many hotel?
7. What do ravel facilities include besides airlines?
8. How can tourist get from one place to another?
9. Do tourists use almost all travel facilities?

**UNIT 4.**

1. **Сопоставьте слова:**

|  |  |
| --- | --- |
| car attendant | управление отелем |
| hotel management | следует отметить |
| the back of the house | негативное отношение |
| the front of the house | курортные зоны |
| formal education | карьера в отеле |
| hotel career | служба переднего плана |
| it should be noted | персонал паркующий авто |
| resort areas | упомянутый выше |
| negative attitude | формальное образование |
| mentioned above | служба заднего плана |

1. **Переведите слова и выражения с английского языка на русский:**

accident, in demand, regardless, to serve guests, to be in touch, to master language, personal qualities, regardless, to earn, wildlife.

1. **Переведите слова и выражения с русского языка на английский:**

опыт работы, утвержденный план маршрута, неотъемлемый, искренний, подлинный, наемный работник, международный язык, круглая сумма, преимущество, горничная, успешный

1. **Переведите предложения с английского на русский.**
2. Some hotel management people have worked their way to the top without formal education in the field.
3. They combined job experience with the special talents and personal qualities that are necessary for a successful hotel career.
4. It should be noted that one necessary personal characteristic in hotel management is the desire to serve and please the guests.
5. The hotel business is often called the hospitality industry because of the importance of genuine warmth in dealing with the guests.
6. Contact with the public means that hotel employees should have a genuine desire to please and serve the public.
7. Many resort areas suffered a sharp loss of business because of stories carried back home by visitors about a negative attitude on the part of employees in hotels where they stayed.
8. In the age of international travel, language ability is also a definite aid in hotel work, sometimes it is indispensable.
9. Most hotels now serve guests from many countries.
10. Any employee who meets and talks to the customers has an advantage if he or she can communicate in the guests' language.
11. Moreover, it is preferable that any employee knows one of the international languages like English or French.
12. **Переведите текст с английского на русский.**

**Hotel Jobs**

Regardless of the numbers of workers, hotel employment itself falls into two broad categories that are traditionally referred to as the front of the house and the back of the house.

Jobs in the front of the house include management, the various jobs at the check-in desk (the front desk), accounting, sales and promotion, baggage handling, car attendants, and special services. It should be noted that some front-of-the-house employees – those in accounting or sales and promotion, have little or no contact with the public.

Jobs in the back of the house include food and beverage preparation and service, housekeeping, laundry and valet service, engineering, and maintenance. Some of the employees in this group – restaurant or room-service waiters and chambermaids, for example – have frequent, although rather limited, contact with guests.

The front desk is the term that designates the counter where the guests register, pick up their keys and mail, request information, deposit their valuables, and pay their bills. It is also called the reception area.

1. **Ответьте на вопросы к тексту.**
2. How many categories does the hotel management fall into?
3. What are these categories?
4. What do jobs in the front of the house include?
5. Do some front-of-the-house employees have contact with public?
6. What do jobs in the back of the house include?
7. Who has frequent contact with the public?
8. What does the term “the front desk” designate?
9. What do guests do at the counter?
10. How the counter called in other words?

**UNIT 5.**

1. **Сопоставьте слова:**

|  |  |
| --- | --- |
| recreational facilities | жесткая конкуренция |
| sharp competition | заправлять постели |
| managerial personnel | сдача номеров |
| room rental | быть хорошо оплачиваемым |
| room service | сеть гостиниц |
| on a large scale | гостиничное хозяйство |
| hotel chains | руководящий состав |
| hotel industry | места отдыха и развлечений |
| be well paid | в большом масштабе |
| make beds | обслуживание номеров |

1. **Переведите слова и выражения с английского языка на русский:**

apprentice, bellman, benefit, captain, chambermaid, employee, doorman, training, income, suite

1. **Переведите слова и выражения с русского языка на английский.**

дополнительный, одарённость, зарплата (2 слова), покупать, управлять, чаевые, одаренность, повар, координировать, главное управление

1. **Переведите предложения с английского на русский.**
2. The economic benefits in hotel work can be very substantial.
3. The top people in management, the staff in the chain headquarters, executive housekeepers, and food and beverage managers receive good salaries.
4. Owner-managers of small hotels can make a comfortable living, combined with economic independence.
5. Top chefs are also very well paid.
6. There is often sharp competition in hiring them.
7. Many hotel employees receive additional income from tips.
8. Bellmen, waiters and waitresses, bartenders, captains, doormen and chambermaids customarily supplement their wages through tips.
9. Besides salaries, wages and tips, some hotel employees also receive other benefits.
10. The manager of a hotel, for instance, usually has a room or even a suite at his disposal; many managers live permanently in their hotels.
11. For employees in the hotel-chain headquarters or on the promotional staff there are often frequent opportunities for travel.
12. **Переведите текст с английского на русский.**

**Hotel Personnel**

The executive staff of a hotel includes many people with special skills, experience or professional training. The promotion staff, for example, must know not only the hotel field, but also advertising and public-relations techniques. The head housekeeper runs a complex organization with many employees, they need to know the intricacies of purchasing on a large scale, as well as how to make beds and clean carpets properly.

The members of the engineering and maintenance staffs need education, expertise, and experience which in a large hotel may be very diverse.

The chefs and cooks, even though they are out of sight of the public, are important to the success of a hotel. Sometimes food and beverage department in some hotels brings in more income than room rentals. Good cooking is a skill that requires natural aptitude; indeed, many people consider cooking an art. In France and Switzerland, people who wish to become chefs often begin to work as apprentices at an early age. They are trained by an experienced chef in all aspects of kitchen work, cooking and restaurant management. A head chef must be an expert not only in cooking itself, but also in planning, purchasing and supervising other kitchen personnel.

1. **Ответьте на вопросы к тексту.**
2. What people does the executive stuff include?
3. What must people in the promotion staff know?
4. What does the head housekeeper do?
5. What does the head housekeeper need to know?
6. What do the members of the engineering and maintenance staffs need?
7. Are the chefs and cooks important to the success of a hotel?
8. Is it true, that sometimes food and beverage department in some hotels brings in more income than room rentals?
9. What does good cooking as a skill require?
10. What must a head chef be an expert in?

**UNIT 6.**

**Travelling**

Vocabulary

|  |  |
| --- | --- |
| Either … or | или … или |
| On business | по делам |
| For pleasure | для удовольствия |
| Advantages | преимущества |
| Book a ticket | купить билет |
| Single/return ticket | билет в один конец/обратный билет |
| In advance | заранее |
| Departure | отъезд |
| Railway station | ж/д вокзал |
| Porter | носильщик |
| Inquiry office | справочное бюро |
| Announcement | объявление |
| As soon as | как только |
| Arrive | прибывать |
| Carriage/car | вагон |
| Conductor/guard | проводник |
| Luggage/baggage | багаж |
| Lover/upper berth | нижняя/верхняя полка |
| Compartment | купе |
| Pull out | отправляться |
| Reserved-seats car | плацкартный вагон |
| Dining/lunch car | вагон-ресторан |

**Text 1: TRAVELLING BY TRAIN.**

Thousands of people travel every day either on business or for pleasure. We can travel by plane, by ship, by car or by train.

Travelling by train is slower than by plane but it has its advantages. You can see much more interesting places of the country.

I like to travel by train. I book the return ticket in advance. On the day of the departure I get to the railway station. At the railway station you may ask about the arrival of the train at the inquiry office or hear the announcement. I follow the announcement and find the platform. Soon the train arrives. I find my carriage. I show the ticket to the guard and get inside. I find my place and put my luggage. I have a lower berth in the compartment 3. Soon the train pulls out of the station. Modern trains have very comfortable seats, sleeping and dining cars which make the longest journey enjoyable.

**Exercise 1. Answer the questions:**

1. Do you like to travel?

2. Which is the most convenient way of travelling?

3. Do you like to travel by train?

4. Where do you buy tickets for a train?

5. Do you take much luggage with you?

6. Where do you take your meals while travelling by train?

7. What kind of trains are more convenient for long distance travelling?

8. Do you prefer a lower or an upper berth on the train?

9. What are the conductor’s duties on the train?

10. Who helps travellers to carry their luggage?

**Exercise 2. Fill in the gaps with necessary words:** pulls out, announcement, dining , guard, departure, on business, train, carriage, book, advantages.

1. Some people travel …

2. Travelling by train has its …

3. I … the ticket in advance.

4. On the day of the … I get to the railway station.

5. I follow the … and find the platform..

6. As soon as the … arrives I find my ...

7. I show the ticket to the …

8. Soon the train … of the station.

9. Modern trains have sleeping and … cars.

**Exercise 3. Learn the dialogue.**

**In the train.**

**-**Well, we’re moving at last. The train seems to be not crowded.

-Not so overcrowded as the rush tourist time in summer.

-Quite true. Lots of people are holidaying in summer.

-Well, it feels pretty hot here. Would you mind my opening the window?

-Not at all, I think fresh air will do us good.

**UNIT 7.**

Vocabulary

|  |  |
| --- | --- |
| Harbour | гавань |
| The Black Sea coast | побережье Черного моря |
| Seaport | морской порт |
| Sail off | отплытие |
| Moored at the quay | пришвартован к причалу |
| Embarkation | посадка |
| Gangway | трап |
| Deck | палуба |
| Cabin | каюта |
| Berth | кровать, полка |
| Remove control | пульт |
| To move off | отчаливать |
| Rail | поручни, перила |
| Pier | причал, пирс |
| Disappear | исчезать |
| Main deck | главная палуба |
| Deck chair | шезлонг |
| Sea gull | чайка |
| Entertainment | развлечение |
| Swimming pool | бассейн |
| Excursion | экскурсия |
| last | длиться |

**Text: A SEA VOYAGE.**

All people like to travel. I like to travel by sea best of all. My friend and I book a cruise along the Black Sea coast from Sochi to Odessa and back to Sochi. We came to the seaport 2 hours before the sail off. The ship was moored at the quay.

The embarkation started and passengers went up the gangway. On the deck we were met by the stuard who took our luggage and showed us to the cabin. Our cabin was on the second deck and looked very comfortable. There were 2 berths, a TV with remove control and a bathroom with shower.

Finally the ship began to move off. The passengers leaning over the rails waved good-byes to their friends. Slowly the ship left the harbor, passing beyond the pier and gradually disappeared in the distance.

We had our meals in the restaurant on the main deck. The weather was fine during the whole cruise. We spent a lot of time on the sun-deck, sitting in the deck-chairs or standing at the rail watching the sea gulls.

We also enjoyed various entertainments and services. There was a swimming pool, 2 night bars, a game room, a fitness center on the ship.

On the way the ship stopped for 5 hours at every port and we had time to make

an excursion or to have a walk. The cruise lasted for 5 days.

**Exercise 1. Answer the questions:**

**1.** By what means of transport do you like to travel?

2. Did you ever travel by sea?

3. What was your longest trip by ship?

4. What must you do first before starting on a trip?

5. Who helps travellers to carry their luggage on the ship?

6. Did you take much luggage on the trip?

7. Did your friends come to see you off to the seaport?

8. Where did you have your meals on the ship?

9. What was there in your cabin?

10. What foreign countries would you like to visit?

**Exercise 2. Fill in the gaps with necessary words:** berths, deck- chairs, excursion, moored at the quay, main, embarkation, rails, sail off, pier, gangway.

1. You must come to the seaport 2 hours before the…

2. The ship was … in the harbor.

3. The … started and passengers went up the ...

4. There were 2 … , a TV, a bathroom with shower in the cabin.

5. The restaurant where we had our meals was on the … deck.

6. The ship left the harbor, passed the … and disappeared in the distance.

7. We spent a lot of time in … on the sun deck.

8. We liked to stand at the … watching the sea gulls.

9. We had time to make an … or to have a walk.

**Exercise 3. Learn the dialogue.**

**Text: ON THE SHIP.**

**-**Do you happen to know when our ship is due in Amsterdam?

-According to the time-table we are due there at noon tomorrow, but I think we are

an hour late.

-Oh, it doesn’t matter, we’ll catch up.

-The sea has been quite calm since the beginning of the voyage, but I am afraid the night might bring us a storm.

-There is nothing to be afraid of, I’m sure we’ll come on schedule and have a good

landing tomorrow.

- Well, good night then. I’m going to my cabin now. I feel somewhat sleepy.

-Happy dreams!

**UNIT 7.**

Vocabulary

|  |  |
| --- | --- |
| Check -in | регистрация |
| Trolley | тележка |
| Push | толкать |
| Check- in desk | стойка регистрации |
| Departure board | табло |
| Flight | рейс |
| Delay | задерживать |
| Cancel | отменять |
| International and domestic flights | внешние и внутренние рейсы |
| Airline stuff | работники аэропорта |
| Weight | взвешивать |
| Boarding – pass | посадочный талон |
| Departure lounge | зал ожидания |
| Customs control | таможенный контроль |
| Boarding gate | выход на посадку |
| Runway | взлетная дорожка |
| Take off | взлетать |

**Text: AT THE AIRPORT.**

Thousands of people travel every day by airplane. If you want to travel by airplane either on business or for pleasure, you must come to the airport in advance to check- in your baggage.

Check-in begins for the economy class 2 hours before the departure, for the 1-st class 1 hour before the departure.

You take a trolley and put your baggage and push it in check-in desk. In the middle of the hall you can see a departure board. On it there are numbers of flights, time of flights, delays, cancellations, international and domestic flights. You check the time of flight on the departure board.

You show your passport and air ticket to the airline stuff. He weights your baggage and gives you your boarding-pass. Then you go to the departure lounge. After that you have passport and customs controls.

In the departure lounge you can buy presents from the shop - wines, perfume, cigarettes. When you hear the announcement, you go to the boarding gate and get into the plane.

Soon the plane begin to move along the runway and take off.

**Exercise 1. Answer the questions:**

1. Which is the most convenient way of travelling?

2. Which is the quickest way of travelling?

3. How much luggage are you allowed on the plane?

4. Who takes care of passengers on board the plane?

5. What kind of refreshment can you have on the plane?

6. Have you enjoyed the flight?

7. Were you air – sick?

8. Can you stand long – distance flights?

9. What was your longest trip by plane?

**Exercise 2. Fill in the gaps with necessary words:** boarding gate, airline stuff, departure board, boarding pass, check-in, runway, push, trolley, flight.

1. For the first class … begins 1 hour before the departure.

2. You take a … and put your baggage.

3. You … a trolley in check – in desk.

4. In the middle of the hall there is a …

5. You take the time of … on the departure board.

6. You show your passport and air ticket to the …`

7. After the airline stuff weights your baggage they give a … to you.

8. You hear the announcement and go to the … and get into the plane.

9. Soon the plane moved along the … and take off.

**Exercise 3. Learn the dialogue.**

**-**Hello! I’m sorry I’m late. When did you arrive?

-Hi! I got here at seven thirty. We were a half hour early.

-Did you get your suitcases?

-No, I didn’t pick them up. They are in the baggage – room.

-I got your telegram yesterday. Did you have a jolly trip?

-Well, it was a great fun, but in the end I got home – sick.

- That’s why they say: ”East or West – home is best.”

**UNIT 8.**

**CUSTOMS.**

Vocabulary

|  |  |
| --- | --- |
| Customs | таможня |
| Checkpoint | КПП (контрольно-пропускной пункт) |
| Fill in | заполнять |
| In block letters | печатными буквами |
| Permanent address | постоянный адрес |
| Purpose | цель |
| Length | продолжительность |
| Frontier guards | пограничники |
| Examination | досмотр |
| Declaration | декларация |
| Dutable articles | облагаемые пошлиной |
| Partial | частичный |
| Prohibited articles | запрещенные предметы |
| Fire arms | огнестрельное оружие |
| Smuggling items | контрабандные товары |
| Customs inspector | таможенный инспектор |
| Put a stamp | поставить штамп |

**Text: AT THE CUSTOMS.**

At a checkpoint of the country visitors first of all fill in an arrival card, where a person fills in (in block letters) his name in full, country of residence, permanent address, purpose and length of visit and address in the country he is visiting.

Frontier guards examine it, your national passport and visa to see if they are in order (that you’ve got a valid passport). In some countries officials will also check the visitor’s certificate of vaccination.

After checking at the passport control line visitors go to the Customs for an examination of their luggage. A visitor is required to fill in a customs declaration form. He must list all dutiable articles.

Here is a partial list of prohibited articles: fire – arms, in some countries – meat products, fresh fruit and vegetables as well as smuggling items.

The Customs inspector may ask you to open your bags for inspection. After you are through with all customs formalities he will put a stamp on each piece of luggage in your customs declaration.

**Exercise 1.**

1. What do visitors do first of all?

2. What a person must fill in?

3. Who examine an arrival card, passport and visa?

4. Where do visitors go after checking at a passport control line?

5. What a visitor is required to fill in?

6. What must he list?

7. What Customs inspector will put on each piece of luggage?

**Exercise 2.**

**Find in the text the following code words:**

1. nateclorida

2. soprupe

3.ticnopheck

4. ritrofen srudag

5. mostsuc

6. sirifetalom

7. ptaspsor coltorn

8. citeprons

9. nomixetania

10.gugleag

11. tnemarpen desrads

12. secireden

13. lecadironta

14. baditelu certasil

15. sgilgnugm setim

**Exercise 3. Learn the dialogues.**

**Dialogue 1. AT PASSPORT CONTROL.**

Officer – Your passport, please.

Mr. Dobrov – Here you are.

O. – Where are you going?

D. – To London.

O. – How long are you going to stay in this country?

D. – About two months.

O. – What is the purpose of your visit?

D. – Business.

O. – Here’s your passport, Mr. Dobrov. Thank you.

**Dialogue 2.**

**AT THE CUSTOMS.**

Customs officer – Is this your luggage, sir?

Mr. Dobrov – That’s right.

C.o. – Only these two small bags?

D. – That brown suitcase is also mine.

C.o. – Have you got anything to declare?

D. – No, I’ve got nothing liable to duty.

C.o. – What have you got in that small suitcase?

D. – Only personal effects, as I wrote in my customs declaration.

C.o. – Will you please open your brown suitcase?

D. – Certainly.

C.o. – All right, Mr.. Dobrov. Everything is O.K.

D. – Is that all?

C.o. – That’s all. Have a pleasant stay in this country.

D. – Thank you.

**UNIT 9.**

**HOTEL**

Vocabulary

|  |  |
| --- | --- |
| Rent a room | снять номер |
| Single room | одноместный номер |
| Double room | двухместный номер |
| Suit | люкс |
| Luxurious | шикарный |
| Room service | обслуживание в номерах |
| Basic | основной |
| Additional | дополнительный |
| Stall | киоск |
| Basement | цоколь |
| Safety deposit box | сейф |
| Ground floor | первый этаж |
| Barber’s | мужская парикмахерская |
| Hairdresser’s | женская парикмахерская |
| Interpreter | переводчик |
| Facilities | помещения |
| Obtain | приобретать |
| Laundry | прачечная |
| Dry cleaner’s | химчистка |
| Rent a car | аренда автомобиля |
| Cuisine | кухня (блюда) |
| request | просьба, заявка |

**Text: HOTEL**

Hotel is a building where travellers can rent a room for a night, eat in a restaurant or drink in a bar.

Hotels have single and double rooms, suites and luxurious Presidential suites. The hotel offers 24 – hour room service. Besides basic services there are some additional. In the foyer there are newspapers and souvenirs stalls. Garage or a car parking is usually in the basement.

The guests are provided with in-room safety deposit boxes, satellite TV, telephone lines, air conditioners. On the ground floor you will find a barber’s and hairdresser’s and a shoe repair shop. The hotel has interpreters if you need. You can also be supplied with conference facilities, organize games and activities, including evening entertainments.

You can obtain travel, sightseeing, theatre and cinema tickets or get any useful details through information. Guests can use saunas, gyms and swimming pools, beauty salons, laundry and dry cleaner’s. They can order a taxi or rent a car, book train or air tickets. If necessary they can call a doctor, order flowers, etc.

The hotel restaurants are the best places to taste different cuisines.

The hotel stuff can help in any question or request.

**Exercise 1. Answer the questions.**

1. What is a hotel?
2. What rooms can you rent at the hotel?
3. What services offers the hotel?
4. What additional services are there at the hotel?
5. Where you can taste different cuisines?
6. What can you also be supplied with?
7. Can the hotel stuff help you in any question or request?

**Exercise 2.**

Some guests are experiencing problems. Match each problem (1-14) with a suitable reply (a-n).

|  |  |
| --- | --- |
| 1. This towel is damp.  2. The pillowcase is stained.  3. The shower curtain is torn.  4. I wanted a newspaper in my room.  5. The room is dusty.  6. There’s a lot of noise on the  telephone line.  7. The mirror is cracked.  8. I think the hairdryer is faulty.  9. The window is stuck.  10. My suitcase is still in my room.  11. The waste-paper basket is full.  12. This light bulb is too weak  13. The room is cold. 14. There’s no ashtray in my room. | a. I’ll get the chambermaid to clean it.  b. I’ll have the heating turned up.  c. I’ll fetch you a dry one.  d. I’ll have it brought down.  e. I’ll get someone to open it.  f. If you tell me which one you read. I’ll have it delivered.  g. I’ll get you a clean one.  h. I’ll have it replaced.  i. I’ll have a stronger one fitted.  j. I’ll have one brought to your room.  k. I’ll have a new one put up.  l. I’ll have it checked.  for reading.  m. I’ll call the operator and have it  checked.  n. I’ll get someone to empty it. |

**Exercise 3. The following guests have different wishes. In which section of the room information sheet should they look? Write the number of each guest next to the correct section.**

1. Mrs. Brown would like to have her blouse cleaned.

2. Mr. Murthy wants to know about buses to the airport.

3. The McNeill’s would like breakfast in their room.

4. Christine Moore is feeling unwell.

5. Bod Dixon needs clean shoes for the morning.

6. Mrs. Peterson has to be sure she gets up early tomorrow morning.

7. Fiona Frelimo wants to call her friend in Barcelona.

8. Tom Moshi would like a soft drink in his room.

9. Tim Morrison would like tea in his room before going for breakfast.

10. Mary Redman wants to know where to leave her car.

11. Eric and Jack wonder what they can do this evening.

12. David Blande wants to know the prices for different rooms.

|  |  |
| --- | --- |
| Room service | Tariffs |
| Telephone | Entertainment |
| Mini-bar | Shoe-cleaning service |
| Transport | Wake-up calls |
| Laundry | Garaging |
| Medical help | Early morning teas |

**Exercise 4. Learn the dialogues.**

**UNIT 10.**

**AT THE EXCHANGE OFFICE**

Vocabulary

|  |  |
| --- | --- |
| Expect | ожидать |
| Cable | телеграф |
| Identification | удостоверение личности |
| The rate of exchange | курс обмена |
| Signature | подпись |

**THE DIALOGUE**

**AT THE EXCHANGE OFFICE.**

1. A-I’m awfully sorry. Could you tell me the way to the nearest exchange office?

B- It’s O.K. Go straight ahead. It’s near the Post Office. You won’t miss it.

A- Thank you very much.

B- Welcome!

2.A- Good morning. Can I help you?

B- Yes, my name is Dixon. I’m expecting some money from the bank in Toronto.

A- By post, cable or telex, sir?

B- By telex.

A-Let me see. Oh, yes. 1000 $ from the Royal Bank of Canada. Have you got any

identification?

B- Certainly. Here is my passport. I’d like to exchange these dollars into roubles,

please. What’s the rate of exchange today?

A- Please, look at the notice board. It’s 58 rbs. to the US dollar. Does it suit you?

B- Yes. How much is it all in all?

A- 58.000 rbs. without a commission.

B- O.K.

A-Put your signature here, please. Here is your money.

B-Thank you.

**UNIT 11.**

Vocabulary

|  |  |
| --- | --- |
| travel agency | туристическое бюро |
| advertisement | реклама |
| to reserve a round-trip ticket | заказывать билеты в оба конца |
| a non-stop flight | безопасный перелет |
| a splendid opportunity | хорошая возможность |
| to go sightseeing | оглядывать достопримечательности |
| improve | упрощать |
| a regularly scheduled flight | рейс самолета |
| to make a right choice | сделать верный выбор |

|  |  |
| --- | --- |
| **Бронирование** | **Reservation** |
| Я делал заказ. | I have made a reservation. |
| Места были зарезервированы для меня и моей семьи. | Reservations have been made for me and my family. |
| Заказ был подтвержден в Париже. | The reservation has been confirmed in Paris. |
| У вас есть свободные места? | Do you have any vacancies? |
| Мне нужна комната. | I would like a room. |
| Я хотел бы одноместный номер. | I’d like a single room. |
| Я хотел бы номер с ванной. | I’d like a room with a bath. |
| Я хотел бы номер с двумя кроватями. | I would like a room with two beds. |
| Нам нужен двухместный номер с дополнительной кроватью. | We need one double room with an extra bed. |
| Есть что-нибудь подешевле? | Is there anything cheaper? |
| Не могли бы Вы показать мне комнат |  |

**Text: In a travel agency**

Good morning, Madam! Is it a travel agency (1)? O.K. May I trouble you for a moment? I'm interested in your Rome vacation package. I saw your advertisement (2) in a newspaper yesterday. I wonder whether there are any seats available in May and if I can reserve a round-trip ticket (3). And one more thing I'd like to know whether there is a non-stop flight (4) early in the morning on the 5th of May. Oh, I'm glad to hear that there are the tickets for British Airways flight on that date. Please, hold the reservation for me.

Of course, I know that Rome is one of the most exciting cities in the World. I hope that there is plenty to see and do in Rome. The matter is I study English and Italian at college and it'll be a splendid opportunity (5) for me not only to go sightseeing (6) but also to improve (7) both my English and Italian.

It is my first trip abroad and I'm happy to hear that you may arrange a terrific package tour and I'll travel on a regularly scheduled flight (8). It is rather important for me to know that I'll be met at the airport and taken to a hotel. I like the idea that the hotel is near the beach and that there is a swimming pool and a great disco there. I'm also glad to know that meals in the restaurant aren't very expensive.

In general I see that I've made a right choice (9) addressing your travel agency. Thank you for such detailed information about conditions of my future trip to Rome. I'll certainly make the best of all your recommendations and suggestions how to organise my journey effectively.

Questions

1. Are you fond of travelling?

2. What is your favourite kind of travelling?

3. Have you ever travelled abroad?

4. Do you like to travel alone or with your friends?

5. Why do so many people like to travel?

**Text: World's famous hotels**

Vacation or business trip, no matter where you go, be sure, it is much more convenient to reside in a good hotel than look for a flat, a room or a hostel. If you prefer comfort and modern conveniences, hotels are the best choice. It is not surprising that most celebrities and wealthy people visit only famous acknowledged hotels that suggest luxurious rooms or even apartments, pleasant service and privacy. All of these hotels usually have their own history and peculiarities. Some of them are world famous sights, while others attract by their technological progress or excellent service. Let us look at the list of the most well-known hotels in the world, as they are international landmarks and their hospitality has already passed through decades.

One of the most unique hotels is the Savoy located in Central London. It is a glamorous 5 star hotel offering rooms that are decorated in Art Deco or Edwardian style with marble bathrooms. It faces the Thames and there are only few steps to Covent Garden. The Savoy was developed in the nineteenth century due to the financial support of Arthur Sullivan, a composer and his first manager was César Ritz, a famous hotelier. It has always been associated with art, so it is obvious that it was visited by Claude Monet, Oscar Wilde and now many Hollywood stars choose it including John Wayne and George Clooney. The facilities of the hotel are also various welcoming the visitors with a choice of relaxation spa treatments, a gym or a private pool. Another aspect of its greatness is a possibility to taste something delicious in seven restaurants and bars of the hotel. It is a posh place and a famous sight surrounded by iconic landmarks, designer shops and interesting neighborhoods of London.

The Plaza Hotel is located in New York right amid the whirl of incomparable excitement. It has got grandeur traditions offering luxurious unmatched service combined with the modern spirit of the city. It is the largest hotel of the city providing its visitors with excellent guestrooms and such impeccable services as Butler service, TV and the wireless Internet connection in every room, in-room iPads for every guest, in-room dining, wake-up calls, printing of the boarding passes and many others. One more distinctive feature is its world-class shops and wellness facilities of the highest level. Its long history of a castle-like landmark made it a place, where the world famous Grand Ballroom and Terrace Room lavish business meetings and weddings take place. The list of its numerous awards can impress everyone, though it has already celebrated its 100th anniversary. Now it is obvious why The Plaza Hotel is called timeless and unforgettable.

Burj Al-Arab in Dubai, UAE is known as the only 7 star hotel in the world. It is located in the fourth world’s tallest building, which reminds a sail of a ship. Comprising more than 200 bedroom suites it can impress each person with their area and mosaic tile patterns in the bathrooms. Its Royal Suite is 780 m2 and costs $18,716 per night. Its design connected two opposite cultures, and many critics consider it well-designed, impressive and “above and beyond anything they had ever seen”.

Raffles Hotel in Singapore City was opened in 1887 and became a veritable oasis of the city. It is built in the classic colonial style and has been preserved perfectly. The hotel has rooms of six categories with the view of the tropical garden, stylish furnishing, modern conveniences and high ceilings. You can dine in 14 restaurants, each of which has its unique menu. Raffles hotel is an iconic five star hotel welcoming many celebrities, members of the royal family, politicians and other famous people. Its main highlight is the Mooncakes festival with the array of delicate flavors, which can not be neglected, as there is no alternative to them.

Hotel Cipriani is situated in Venice, Italy. It is one of the most visited cities in the world, so it is obvious that this city also has an elegant and legendary hotel. Its unrivalled views of the Doge’s Palace and lagoon, Venetian style, classic cuisine and other amenities are worth the richest and most demanding people. You can visit a fabulous pool, a fitness center, a tennis court, a wellness center, where Casanova used to meet with his lovers, a superb boutique and leave your kid in the Smile Club with a professional babysitter. It also suggests a range of cozy rooms and suites with spacious bathrooms and contemporary facilities (cleaning twice a day, TV, a full mini-bar, an iPod dock etc.) It is an accommodation of the highest quality and enchanting service.

These hotels are regarded perfect all over the world. No matter how wealthy you are, if you wish to be treated as every celebrity is, just be their guests and you will understand what they feel. Of course, the price of the room corresponds to the level of the hotel, but such an experience will carve in your memory forever.

**UNIT 12.**

**Travelling around the world.**

Vocabulary

|  |  |
| --- | --- |
| abroad | за границей |
| all over the world | во всём мире |
| different | разные |
| way of life | образ жизни |
| musical rhythms | музыкальные ритмы |
| shop window | витрина магазина |
| city-dweller | горожанин |

**1. Read the text and get ready to answer the questions.**

1. Are you fond of travelling? Have you travelled a lot?
2. What places have you visited? What impressed you most?
3. Why do people travel? How do different people spend their holidays?
4. What means of travelling do you know?
5. What are their advantages and disadvantages?
6. How do you prefer to travel? Why?
7. Why do people take a camera with them? What do they usually photograph?
8. What do we see and learn while travelling?
9. Have you ever travelled by sea? Was it a liner or a small boat?

Do you get seasick?

1. Have you ever taken a holiday cruise down the Volga, the Kama or along the Black Sea coast?
2. Some people prefer to travel on their own and hate travelling in a group.

What about you?

1. Have you ever been abroad? How did you travel?
2. What countries would you like to visit? Why?

Millions of people all over the world spend their holidays travelling. They travel to see other countries and 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 travellers 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.

People travel by train, by plane, by boat and by car. All means of travel have their advantages and disadvantages. And people choose one according to their plans and destinations.

If we are fond of travelling, we see and learn a lot of things that we can never see or learn at home, though we may read about them in books and newspapers, and see pictures of them on TV. The best way to study geography is to travel, and the best way to get to know and understand people is to meet them in their own homes.

**2. Read and translate the dialogue.**

Delegate Registration

Secretary: What's your name, please?

Delegate: My name's John Brown.

Secretary: How old are you?

Delegate: I'm 54.

Secretary: What's your occupation?

Delegate: I'm a physical education teacher. Secretary: What's your nationality?

Delegate: I'm English.

Secretary: Where d'you come from?

Delegate: London.

**3. Read the text and try to memorize this useful information for travellers.**

**A World Guide to Good manners. How not to behave badly abroad**

Travelling to all corners of the world gets easier and easier. We live in a global village, but how well do we know and understand each other? Here is a simple test. Imagine you have arranged a meeting at four o'clock. What time should you expect your foreign business colleagues to arrive? If they're German, they'll be bang on time. If they're American, they'll probably be 15 minutes early. If they are British, they'll be 15 minutes late, and you should allow up to an hour for the Italians.

When the **European Community** began to increase in size, several guidebooks appeared giving advice on international etiquette. At first many people thought this was a joke, especially the British, who seemed to assume that the widespread understanding of their language meant a corresponding understanding of English customs. Very soon they had to change their ideas, as they realized that they had a lot to learn about how to behave with their foreign business friends.

**The British** are happy to have a business lunch and discuss business matters with a drink during the meal; the Japanese prefer not to work while eating. Lunch is a time to relax and get to know one another, and they rarely drink at lunchtime.

**The Germans** like to talk business before dinner; the French like to eat first and talk afterwards. They have to be well fed and watered before they discuss anything.

Taking off your jacket and rolling up your sleeves is a sign of getting down to work in Britain and Holland, but in Germany people regard it as taking it easy.

**American** executives sometimes signal their feeling of ease and importance in their offices by putting their feet on the desk whilst on the telephone. In Japan, people would be shocked. Showing the soles of your feet is the height of bad manners. It is a social insult only exceeded by blowing your nose in public.

**The Japanese** have perhaps the strictest rules of social and business behaviour. Seniority is very important, and a younger man should never be sent to complete a business deal with an older Japanese man. The Japanese business card almost needs a rulebook of its own. You must exchange business cards immediately on meeting because it is essential to establish everyone's status and position. When it is handed to a person in a superior position, it must be given and received with both hands, and you must take time to read it carefully, and not just put it in your pocket! Also a bow is a very important part of greeting someone. You should not expect Japanese to shake hands. Bowing the head is a mark of respect and the first bow of the day should be lower than when you meet thereafter.

**The Americans** sometimes find it difficult to accept the more formal Japanese manners. They prefer to be casual and more informal, as illustrated by the universal "Have a nice day!' American waiters have a one-word imperative 'Enjoy!'

The British, of course, are cool and reserved. The great topic of conversation. Between strangers in Britain is the weather - unemotional and impersonal.

In America, the main topic between strangers is the search to find a geographical link. “Oh, really? You live in Ohio? I had an uncle who once worked there.”

“When in Rome do as the Romans do”. Here are some final tips for travelers.

In France you shouldn't sit down in a cafe until you've shaken hands with everyone you know.

**In Afghanistan** you should spend at least five minutes saying hello.

In Pakistan you mustn't wink. It is offensive.

In the Middle East you must never use the left hand for greeting, eating, drinking, or smoking. Also, you should take care not to admire anything in your hosts' home. They will feel that have to give it to you.

**In Thailand** you should clasp your hands together and lower you head and your eyes when you greet someone.

**4.Test youself. Choose the correct answer.**

1. Which nationality is the most punctual?

-The British

-The German

-The American

-The Italians

2. Which nationality is the least punctual?

-The Italians

-The British

-The Americans

-The Germans

3.Why did the British think that everyone understood their customs?

-Because they thought highly of other nationalities.

-Because the European Community began to increase in size.

-Because a lot of guidebooks appeared giving advice on international etiquette.

-Because they believed that people acquire the knowledge of British customs together with the English language.

4.Which nationality likes to eat and do business at the same time?

-The Japanese

-The British

-The Germans

-The French

5.Why would the Japanese be shocked if somebody put his feet on the desk?

-Because they would consider it the ignorance of their habits.

-Because they would never expect such a thing to happen.

-Because they would consider the person crazy.

-Because they would think that the person is extremely ill-bred.

6.Why is it necessary to exchange business cards when you meet the Japanese?

-They must know how to behave with you.

-They don't shake hands.

-It is essential for them to know your age.

-It is an ancient custom.

7.Why do the Americans find it difficult to accept Japanese manners?

-They find the Japanese customs senseless.

-They consider the Japanese old fashioned.

-They prefer not to be so formal.

-They think it is difficult to complete a business deal with people in Japan.

8.Why is it not a good idea to say that you like your Egyptian friend's vase?

-He may feel shocked by your emotional speech.

-He may dislike it.

-He may feel that he has to present it to you.

-He may be embarrassed.

9.What is the main topic of conversation between strangers in America?

-The weather.

-Politics.

-Latest news.

-Familiar places.

10.In what country do people have no special rules of behaviour about hands?

-Thailand.

-Japan.

-Egypt.

-Britain.

**Приложение №1**

Тексты для чтения и перевода.

Text №1

**Tourism**

Twenty years ago not many people travelled overseas for their holidays. The majority of people stayed to have holidays in their country. Today the situation is different and the world seems much smaller.

It is possible to book a holiday to a seaside resort on the other side of the world. Staying at home, you can book it through the Internet or by phone. The plane takes you straight there and within some hours of leaving your country, you can be on a tropical beach, breathing a super clean air and swimming in crystal warm water of tropical sea.

We can travel by car, by train or plane, if we have got a long distance tour. Some young people prefer walking or hitch-hike travelling, when you travel, paying nearly nothing. You get new friends, lots of fun and have no idea where you will be tomorrow. It has great advantages for the tourists, who want to get the most out of exploring the world and give more back to the people and places visited. If you like mountains, you could climb any mountains around the globe and there is only one restriction. It is money. If you like travelling, you have got to have some money, because it is not a cheap hobby indeed. The economy of some countries is mainly based on tourism industry. Modern tourism has become a highly developed industry, because any human being is curious and inquisitive, we like leisure, visit other places. That is why tourism prospers.

People travel from the very beginning of their civilization. Thousands years ago all people were nomads and collectors. They roamed all their lives looking for food and better life. This way human beings populated the whole planet Earth. So, travelling and visiting other places are the part of our consciousness. That is why tourism and travelling are so popular.

Nowadays tourism has become a highly developed business. There are trains, cars and air jet liners, buses, ships that provide us with comfortable and secure travelling.

If we travel for pleasure, by all means one would like to enjoy picturesque places they are passing through, one would like seeing the places of interest, enjoying the sightseeing of the cities, towns and countries.

Nowadays people travel not only for pleasure but also on business. People have to go to other countries for taking part in different negotiations, for signing some very important documents, for participating in different exhibitions, in order to exhibit the goods of own firm or company. Travelling on business helps people to get more information about achievements of other companies, which will help making own business more successful.

There are a lot of means of travelling: travelling by ship, by plane, by car, walking. It depends on a person to decide which means of travelling one would prefer.

**Questions:**

1. Did the majority of people leave their country to spend holidays twenty years ago?  
2. Can we book a holiday to a seaside resort on the other side of the world today?  
3. Is it possible to book a holiday to a seaside resort on the other side of the world from home?  
4. What means of travelling do you know?  
5. What countries depend mainly on tourism?  
6. Why does tourism prosper?  
7. Where do people like going on vacation?  
8. What is the most interesting means of travelling for you? Why?  
9. Why do most travellers carry a camera with them?  
10. What does travelling give us?  
11. How does travelling on business help you?  
12. What are the means of travelling?

**Vocabulary:**

|  |  |
| --- | --- |
| Overseas | заграница |
| majority | большинство |
| to seem | казаться |
| to book | заказывать |
| resorts | курорт |
| straight | прямо |
| a tropical beach | тропический пляж |
| to breathe | дышать |
| to hitclbhike | путешествовать автостопом |
| advantage | преимущество |
| to explore | исследовать |
| to climb | взбираться, карабкаться |
| restriction | ограничение |
| indeed | действительно |
| curious | любопытный |
| inquisitive | любознательный |
| leisure | досуг |
| jet-air liner | реактивный самолет |
| security | безопасность |
| variety | разнообразие |
| city-dweller | городской житель |
| to take pictures | фотографировать |
| castle | крепость, замок |
| waterfall | водопад |
| to remind | напоминать |
| picturesque | живописный |
| to broaden one's mind | расширить кругозор |
| take part in negotiations | принимать участие в переговорах |
| exhibition | выставка |
| in order to | для того чтобы |
| to push the goods | рекламировать товары |
| achievement | достижение |
| successful | успешный |
| advantages and disadvantages | преимущества и недостатки |
| according to | согласно |

**Text №2**

**Prove that travelling is one of the favourite pastimes of people.**

 More and more people all over the world prefer to spend their holidays travelling. Rich or poor, old or young, they strive to leave the place where they live or work, and move to another spot of our planet — at least for two to four weeks a year. They travel to cities and towns, mountains and lakes, across oceans and seas.

There are several reasons why the popularity of travel and tourism is growing. The first one is educational value of travelling. Man has always moved from one place to another in search of knowledge. Even now, in the age of technology and global communication, travelling to a different region or country can help discover new ideas, technologies and inventions. The best way of studying geography is travelling, the best way to help you master a foreign language is travelling, too. Moreover, a special kind of tourism has developed, called educational tourism when people travel to study a foreign language or to take up a course in one or several other subjects.

The second reason why people travel is entertainment and rest. To see great buildings and natural wonders, listen to national music, get some knowledge about traditions and ways of different countries, taste new cuisine gives us new emotions, helps drive away the stress.

Thirdly, there are special reasons. A lot of new types of travelling have appeared like ecotourism, educational tourism, sports tourism. A lot of people travel on business. Now, with the growth of international trade people have a lot of chances to do business with foreign partners, and they do it willingly. Some people have additional reasons to like travelling. When travelling, they do sports, or take care of their health, or get new contacts.

**Text №3**

**What would you show to your foreign friend in Russia?**

Russia has always attracted foreign tourists because of its variety of landscapes and climates, vast territory abundant in beautiful landscapes which seem exotic to many Europeans and Americans, as well as because of Russian traditions and customs including colourful and picturesque celebrations of national holidays. But the main reason why foreign tourists choose Russia is, naturally, Russian artistic heritage including unique ancient architecture and art museums.

To my mind, there are plenty of places in Russia worth visiting, but if I had to show Russia to my foreign friends during a week or two, I would take them to three places — Moscow, St. Petersburg and the towns of the Golden Ring. Moscow is one of the most beautiful cities in the world and can boast a number of unique sights.

The first thing 1 would advise a foreigner to see and the most popular Moscow sight is the Kremlin. It has long been a symbol of Moscow and was built as a fortress in the 15th— 16th century under the supervision of Italian architects. The twenty towers on the Kremlin wall were built in the 17th century for decoration. Among the ancient buildings inside the Kremlin are the famous churches: the Archangel Cathedral with tombs of princes and tsars, the Blagoveshchensky (Annunciation) Cathedral with Andrey Rublyov's frescoes, the Uspensky cathedral, Granovitaya palata (Palace) where receptions were held by Russian tsars, and the Grand Kremlin Palace. Among other historical monuments of the Kremlin are the Tsar Cannon and the Tsar Bell, both of enormous size.

Near the Kremlin is the huge Red Square, the most famous Russia's square, originally a marketplace and a meeting spot for popular assemblies, now with the Lenin Mausoleum and the tombs of Soviet political figures; the imposing Cathedral of Basil the Beautified with its numerous cupolas and a monument to Minin and Pozharski. Near the Kremlin is the Christ the Saviour Cathedral; demolished in 1931, it was rebuilt in 1990s. Among Moscow's many cultural and scientific institutions are Moscow State University (founded in 1755), the Russian Academy of Sciences, a conservatory (1866), the Tretyakov Art Gallery, the museum of Fine Arts, the Museum of Oriental Cultures.

The second place I would take my foreign friends to is St. Petersburg, the so-called second capital of Russia built in the 18th century by Peter the Great and regarded by many as the most beautiful city of Russia. The city was the residence of Russian emperors and empresses for two centuries and abounds in picturesque sights — magnificent palaces and cathedrals and breathtaking views. Among the most popular tourist attractions in the city are the Winter Palace which houses the Hermitage, the St. Isaac's Cathedral, the Admiralty Tower, the Peter and Paul Fortress, Nevsky prospect and many others. Surrounding the city is a ring of suburbs with beautiful palaces once belonging to emperors and empresses of Russia — Peterhof, Tsarskoye Selo, Pavlovsk, Alexandria, Gatchina and others.

The third place I would show to my foreign friends is the towns of the Golden Ring which include Vladimir, Suzdal, Ivanovo, Kostroma, Rostov Velikiy and Pereyaslavl Zalessky. The towns are a gem of early Russian architecture and offer a wide choice of landmarks including cathedrals, kremlins, boyars' palaces, monasteries and other buildings typical of ancient Russia. They contain a number of excellent picture galleries, too.

**Text №4**

**Travelling**  
There are many ways of spending holidays. Some people like going to the country, others prefer sitting at home and watching TV all day long. But more and more people travel. There are many reasons for travelling. Some people travel on business, others travel to visit their families, but most people travel to see the world and different countries.  
There are also a lot of ways of travelling. People can travel by car, by plane, by ship, by train, by coach or on foot. Travelling by plane is the fastest way of travelling. This is the best way to get to a foreign country fast. Modern planes are comfortable and it is very nice to fly to the destination point.  
The most comfortable way of travelling is by ship. Modern liners have everything to make people feel nice and comfortable. There are swimming-pools, bars, restaurants and even shops on board a modern liner. People enjoy spending time on the deck looking at the ocean and talking. Sunsets and sunrises are beautiful in the open sea. There are some disadvantages of travelling by ship. The main disadvantage is that travelling by ship is the most expensive way of travelling. Tickets cost a lot and some people cannot afford them. Some people can be sea-sick and this is another disadvantage.  
Travelling by train is rather popular now, too. People go from one city to another by train if the distance between them is too big, or if they do not have a car. Modern trains are also rather comfortable and travelling by train is convenient and cheap. Travelling by coach to Europe is rather cheap. There are special international tours by coach when you travel through several countries. Instead of one foreign country, you can see a few of them. However, it also has disadvantages. Some people feel sick in coaches and their trip can be spoilt. It is also not very comfortable to sleep on a seat. Sometimes tourists do not have enough time to see the sights of this or that city. My favourite way of travelling is travelling by car. I think this is one of the most comfortable means of travelling. You can enjoy the view looking through the window and this way of travelling is rather fast. You can travel to different cities and towns of your native country and even abroad. In summer I like travelling on foot. This way of travelling is called hiking. I take a tent, backpacks, food and start walking. This kind of travelling is slow, but you spend a lot of time outside and you do not have to think about tickets. During such hikes, one can see a lot of interesting places and meet new people. It is so nice to sleep in a tent in the open air, too. If you decide to travel by any means of transport you'll have to prepare for the trip. If you travel by plane, train or ship, you have to book tickets beforehand. You can do this over the phone or in a travel agency. If you travel by plane, you have to be at the airport two hours before an international flight and one hour before a domestic flight. The officers will check your luggage and you will have to get though the passport control. When you go by train, it is easier, because you have to go through ticket control only.

Travelling is always nice. It gives you an opportunity to see foreigners and interesting places. I love travelling!

**Vocabulary:**

|  |  |
| --- | --- |
| advantage | достоинство |
| backpack | рюкзак |
| coach | туристический автобус |
| convenient | удобный |
| deck | палуба |
| destination point | место назначения |
| disadvantage | недостаток |
| domestic flight | внутренний рейс |
| feel sick | тошнить |
| hiking | туризм (поход) |
| international flight | международный рейс |
| liner | лайнер |
| luggage | багаж |
| means | средство |
| native | родной |
| on foot | пешком |
| open sea | открытое море |
| passport control | паспортный контроль |
| reason | причина |
| sea-sick | иметь морскую болезнь |
| seat | зд. кресло автобуса |
| spoil | портить |
| sunrise | восход |
| sunset | закат |
| tent | палатка |
| ticket control | билетный контроль |
| travel gency | туристическое агенство |
| travel on business | отправляться в ко¬мандировку |
| trip | поездка |

**Questions:**  
1. What are the ways of spending holidays?  
2. What ways of travelling do you know? How can you characterize each of them?  
3. What is the cheapest way of travelling / the most expensive one?  
4. What is your favourite way of travelling?

**Text №5**

**Travelling**  
People travel for different purposes. Some people travel on business, others travel to visit their relatives and friends, but most people travel to see the world. There are two ways of travelling: using one's own means of transport and using public transportation. One can travel by car, by plane, by ship, by train, by coach or on foot depending on what one prefers: comfort or speed. One of the most comfortable ways of travelling is travelling by ship. Modern ships have got everything on board to make people feel at home. Luxurious liners offer swimming pools, bars, restaurants, even shops and casinos. However, there are disadvantages of sea travel. The main disadvantage is the price: tickets are rather expensive. Some people can also get seasick and their journey can be spoilt. Unlike sea travel, going by air is the fastest way of travelling. Modern planes are comfortable and it is always nice to reach the destination point within hours, even if you travel to another part of the globe. Land offers the greatest variety of transport both on wheels and on rail. Travelling by train is quite popular: people travel from one city to another by train if there is no flight connection between them or if the distance between the places is not too big. Modern trains are comfortable and travelling by train is convenient and cheaper than travelling by plane or ship. Nowadays, a lot of people travel by coach too. There are special international bus tours which offer travelling through several countries. However, such tours also have disadvantages. Some people may feel sick in coaches; it is also not very comfortable to sleep on a bus seat. Moreover, tourists usually do not have enough time to see the sights of this or that city when they travel by coach. My favorite way of travelling is by car. To my mind, this is one of the most comfortable means of travelling, especially if the destination is not too far. I always enjoy looking through the window while going in a car. One can travel to different towns and cities of your native country and even abroad. In summer I like travelling on foot, or hiking. My friends and I take tents, backpacks, food and start walking. This way of travelling is rather slow, but you have an opportunity of spending a lot of time outdoors and you do not have to think about tickets or missing a train or a plane. It is so nice to sleep in a tent in the open air too. If you decide to travel by any means of transport you'll have to get ready for the trip. If you travel by plane, train or ship, you have to book tickets beforehand which can be done either online or in a travel agency. When travelling by plane, you have to be at the airport two hours before an international flight and one hour before a domestic flight. At the airport you will have to go through the passport control and security check, have "your luggage (of a limited weight) checked and then wait until the plane is ready for take-off. Sometimes, however, the flight can be delayed, so you have to wait at the airport. When you go by train, it is easier, because you have to go through ticket control only and you may take more than 20 kilograms of luggage with you.

When travelling on vacation you should look for accommodation appropriate to your demands. There are hotels and motels which differ in price and comfort. Before the arrival you should make a room reservation at a hotel. All this should be done beforehand over the phone or on the Internet in case the hotel is full when you arrive. A special cheap kind of accommodation for young people is youth hostels where it is possible to stay overnight at a low price. Some tourists prefer to rent a room on their own. Travelling is always nice: it gives you an opportunity to see interesting places and meet new people. I like travelling a lot!

**Задания к текстам:**

**Travelling**

1.Вступление (why people travel/purpose of travelling).

2. Рассказать о видах транспорта для путешествий (one's own transport/public transportation/car/plane/ship/train/coach/on foot, etc.).

3. Рассказать о типичных видах транспорта для путешествий, их достоинства и недостатки (by ship: comfortable/luxurious/great view/expensive/seasick, etc.; by air. fast/comfortable; by train: popular/not expensive/comfortable/convenient/cheap; by coach: travel across several countries/can be not comfortable/people may get sick/not much time for the sights).

4. Рассказать о своём любимом виде транспорта для путешествий (My favourite way of travelling is...; it is one of the most comfortable means of travelling; I think so because..., etc.).

5. Рассказать о подготовке к путешествию, о том, что необходимо сделать (book tickets/be at the airport ... hours before the flight/go through passport control/security check/have one's luggage checked/look for accommodation/make a room reservation, etc.).

6. Заключение (Travelling is always nice: it gives you an opportunity to see interesting places and meet new people. I like travelling a lot!).

**QUESTIONS**  
1. Where do you usually spend your holidays?  
2. Do you go with your family?  
3. Where did you go when you were younger?  
4. Do you prefer to swim in the sea or in a swimming pool?  
5. What do you think of spending a holiday in a village?  
6. How much pocket money do you get on holidays?  
7. Do you spend more than at home?  
8. How do you feel when your holidays are over?  
9. Would you like to spend your holidays cruising in the Mediterranean?  
10. Which do you prefer, winter or summer holidays?  
11. What do you think about taking all your holidays at the same time?  
12. Do you think it's better to take holidays in parts?  
13. What is better to spend holidays with the family or with friends?  
14. Have you ever been camping? if so, where?  
15. What do you think of camping?  
16. What are the advantages and disadvantages of camping?  
17. Do you take any school books to revise?  
18. What about reading? Do you read during your holidays?  
19. Do you meet any English-speaking people during your holidays?  
20. Do you practise any other languages?  
21. What do you think of spending your holidays learning languages?  
22. What do you think of working during your holidays?  
23. Are holidays short or long? How long should they be?  
  
**USEFUL WORDS AND PHRASES**  
Means of transport Виды транспорта  
passenger пассажирский  
public общественный  
land наземный  
sea морской  
air воздушный  
go by ship/train/coach/ plane плыть на корабле/ездить на поезде/на автобусе/летать на самолёте  
go on foot - идти пешком  
ride a bike/a motorcycle ездить на велосипеде/мотоцикле  
fly/flight летать/рейс  
Travelling by train/plane Путешествие на поезде/самолёте  
carriage вагон  
compartment купе  
sleeping car спальный вагон  
seat место  
see sb off провожать кого-либо  
luggage багаж  
suitcase чемодан  
hand luggage ручная кладь  
air ticket билет на самолёт  
first class/economy class первый класс/эконом-класс  
boarding pass посадочный талон  
check-in регистрация на рейс  
take off/land взлетать/приземляться  
security check контроль безопасности  
crew экипаж (самолёта)  
customs control таможня  
passport control паспортный контроль  
ticket office (booking office) билетная касса  
single ticket/one way ticket билет в один конец  
return ticket билет туда-обратно  
departure/arrival вылет/прилёт  
be delayed задерживаться  
timetable/schedule расписание  
Accommodation Проживание  
B&B (bed and breakfast) гостиница типа «проживание и завтрак»  
boarding house пансион (проживание и питание)  
camping park кемпинг, лагерная стоянка  
campus accommodation проживать в общежитии  
guest house небольшая гостиница  
hotel отель  
inn гостиница  
lodge охотничий домик  
motel мотель  
resort hotel курортный отель  
youth hostel молодёжный хостел  
restaurant with rooms ресторан с комнатами для съёма  
self-catering апарт-отель, путешествовать дикарём  
serviced apartment апартаменты (с бытовой техникой)  
single/double room номер на одного/двоих

**Text №6**

**Travelling**

People began to travel ages ago. The very first travellers were explorers who went on trips to find wealth, fame or something else.

Their journeys were very dangerous-but still people keep on going to the unknown lands.

Nowadays it is not as dangerous and much more convenient. Do you want to go somewhere? Hundreds of companies are there to help you. They will take care about your tickets and make all the reservations needed.

You don't speak the language of the country you go to? There are interpreters that will help you.

With modern services you can go around the world. You can choose the means of transport you like: plane, train, ship, bicycle or you can travel hiking.

Tourism became a very profitable business because people are ready to spend their money for the great opportunity to have a great time learning about new countries, going sightseeing, resting and enjoying themselves.

**Questions:**

1. Who were the first travellers?  
2. Were their journeys safe?  
3. Why did they go on trip?  
4 .Is it more convenient to travel now?  
5. What kinds of transport can you choose from?  
6. Is tourism a profitable business? Why?  
**Vocabulary:**

to travel — путешествовать  
journey — путешествие  
dangerous — опасный  
ticket — билет  
train — поезд  
bicycle — велосипед  
profitable — доходный

to go sightseeing — осматривать достопримечательности  
to enjoy — наслаждаться

**Text №7**

**Travelling**

I like to travel. First of all, the members of our family usually have long walks in the country. Such walks are called hikes.

If we want to see countryside we have to spend a part of our summer holidays on hikes. During such hikes we see a lot of interesting places, sometimes we meet interesting people.

It's useful for all members of our family. We take our rucksacks. We don't think about tickets and there is no need to hurry up.

As for me, it's more comfortable to travel by train and by plane. But it's difficult to buy tickets for the plane. That's why we buy our tickets beforehand.

When I travel by plane, I don't spend a lot of time going from one place to another, I like to fly. If I travel by train or by plane my friends see me off at the railway station or in the airport.

I like to travel by car. It's interesting too, because you can see many things in a short time. When we go by car, we don't take tickets. We put all things we need in a car. We don't carry them.

Sometimes we go to the seaside for a few days. As usual the weather is warm and we can swim. It's a pleasure to watch white ships.

So I can say that I enjoy all kinds of travelling very much.

**Questions:**

1. Do you like to travel?  
2. How do you like to travel?  
3. Do you prefer to travel by sea or by plane?  
4. Whom do you like to travel with?  
5. Why do we buy tickets beforehand?

**Vocabulary:**

hike — прогулка  
rucksack — рюкзак  
beforehand — заранее  
to see smb. off — провожать кого-л.

**Text №8**

**Travelling**

If we are fond of travelling we see and learn all sorts of things we can never see or learn at home. Though we may read about them in books and newspapers and see pictures of them at the cinema.

The best way to study geography is to travel and the best way to get to know and understand the people is to meet them in their own houses. When I was a little girl every holiday that I had seemed to be perfect.

In those far-off days the sun seemed to shine constantly and the water was always warm. All day I played on the sand with my friends. We made sandcastles with huge yellow walls. Sometimes we left the beach and walked in the country.

Although I am now an adult, my idea of a good holiday is much the same as it was.

I still like the sun and the warm sand and the sound of waves breaking on the beach. I don't want to build sandcastles any longer but still I like sunbathing and the feeling that sand is running through my fingers.

I like travelling. And I want to smell different smells. I want to see different kinds of trees, flowers and plants.

When I spend a holiday in travelling I always take a camera with me and photograph everything that interests or pleases me: the sights of a city, views of mountains, lakes, valleys; the ruins of ancient buildings. Some years later that will remind me the happy time that I had.

**Questions:**

1. Do you like to travel?  
2. What is the best way to study geography?  
3. What do you do during your vacation?  
4. Discuss the qualities of an ideal vacation?  
5. What do you call «a good vacation»?  
**Vocabulary:**

sandcastle — замок из песка  
adult — взрослый  
valley — долина  
ruins — руины У  
waterfall — водопад  
to remind — напоминать

**Text №9**

**Travelling**

Millions of people all over the world spend their holidays travelling. They travel to see other countries and continents, modern cities and the ruins of ancient towns, they travel to enjoy picturesque places, or just for a change of scene. It is 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 lie in the sun.

Most travellers 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, the photos will remind them of the happy time they once had.

People travel by train, by plane, by boat, and by car. All ways of travelling have their advantages and disadvantages. And people choose one according to their plans and destinations.

If we are fond of travelling, we see and learn a lot of things that we can never see or learn at home, though we may read about them in books and newspapers and see pictures of them on TV. The best way to study geography is to travel, and the best way to get to know and understand people is to meet them in their own homes.

**Text №10**

**Travelling**

Today we can't imagine our life without travelling. During trips people get unforgettable impressions and vivid emotions, meet new people and learn about their lifestyle and culture. Travelling is also a source of inspiration and the prefect way of recreation. I think that all people need holidays to change the scene. However, when it comes to travelling in your own country or in foreign countries, opinions vary. In my judgment, travelling to foreign countries is ideal for practicing languages, while through travelling to our home country we can better understand the past and present.

Nowadays the variety of destinations is huge. Among the most popular health resorts are Greece and the United Arabic Emirates. Personally, I think that the demand can be explained by relatively low prices and short distances between cities. It takes you less than four hours to get there by plane. Moreover, there are direct regular flights from Rostov-on-Don to Athens and Dubai. It is necessary to mention that today many travel agents offer great deals, especially for package holidays, which include flights, transfers, accommodation, insurance, meals, as well as different excursions. Talking about those people who prefer tours across Russia, they usually choose the Black Sea coast, including Sochi, Yalta or Novorossiysk, However, if you want to learn more about the history of your own country, it is better to choose the Golden Ring of Russia programs and bus excursions.

As for means of travelling, people can travel by car, by train, by plain, by ship or on foot.

When people plan long-distance trips and want to save time, they usually choose air travel. The flight itself is very comfortable. When the plane takes off, passengers should fasten their belts and switch off all electronic devices. In a while one can relax, listen to music, read magazines or take a nap. During the flight the airhostess offers all passengers some drinks and snacks. In case of need one can ask for a blanket or travel sickness pills. However, air travels are not suitable for people who suffer from high blood pressure, heart disease or other illnesses. Besides, it is the high price for tickets that can prevent many tourists from travelling by plane.

It is necessary to mention that some people still choose travelling by train. I think most of us prefer express trains and compartment carriages. During the trip one can go to the dining car or chat over a cup of tea with fellow-travellers in a compartment. If you are afraid of heights, it is better for you to choose a lower berth. Frankly speaking, I don't see any disadvantages of travelling by train. It is always very interesting and exciting.

As for travelling by sea, it is always full of adventures and mysteries. That is why sea cruises attract so many tourists nowadays. Passengers usually live in comfortable cabins but spend most of their time on the deck swimming and sunbathing. During the voyage some adventure seekers can experience scuba diving in the open sea. However, those who suffer from sea sickness find this way of travelling unsuitable for them.

Backpacking is very popular among young travellers who want to join the nature. Tourists usually prefer to sleep in a tent or a sleeping bag in the open air, sit by the fire, go fishing or boating. It is always breathtaking.

In my judgment, no matter where you go on a holiday, travelling is a small life full of new impressions, exciting adventures and high spirits.

**Vocabulary:**

1) trip - путешествие, поездка  
2) journey - путешествие, поездка (обычно сухопутные)  
3) cruise - морское путешествие, круиз  
4) voyage - плаванье по морю, морское путешествие  
5) inspiration - вдохновение, воодушевление  
6) opinions vary - мнения расходятся  
7) destination - пункт назначения, (туристическое) направление  
8) health/holiday resort - курорт  
9) package holiday/tour - турпутевка, включающая проезд, проживание, питание, экскурсии; турпакет «все включено»  
10) transfer - трансфер  
11) accommodation - проживание (в гостинице)  
12) insurance - страхование  
13) excursion - экскурсия, круиз  
14) air travel - воздушное путешествие, путешествие на самолете  
15) passenger - пассажир  
16) to take off - взлетать (о самолете)  
17) electronic devices - электронные устройства  
18) airhostess - стюардесса, бортпроводница  
19) to take a nap - вздремнуть, немного поспать  
20) blanket - одеяло  
21) high blood pressure - гипертония, высокое кровяное давление  
22) compartment carriage - купированный вагон  
23) dining саг - вагон-ресторан (пассажирский вагон, оборудованный сидячими местами и подразумевающий возможность покупки как легких закусок, так и полноценных обедов)  
24) fellow-traveler - попутчик  
25) upper/lower berth - верхняя/нижняя полка, спальное место (в вагоне)  
26) deck - палуба  
27) sea sickness - морская болезнь  
28) unsuitable - неподходящий, непригодный  
29) backpacking - пеший туризм, туристический поход  
30) sleeping bag - спальный мешок  
31) tent [tent] - палатка

**Text №11**

**Travelling**

The scientific and technological progress of the 20th century has allowed people to overcome time and distance, to cover the vast expanse of our planet in the twinkling of an eye. The whole world is open now. The limitations of former times have ceased to exist.

Modern life is impossible without travelling. To begin with, most of us in big cities travel every day to our schools, offices and factories. For some people it is quite a trek to get from home to work. They go by underground; they change to a bus or they take a taxi. From time to time we have to go to another city or country on business. Then after a year's work people go on holiday and they do not like to spend it at home. Millions of people all over the world spend their holidays travelling. They travel to see other countries and continents, modern cities and the ruins of ancient towns, they travel to enjoy picturesque places or just for a change of scene. It is always interesting to discover new things, to see 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 lie in the sun.People who wish to travel either for pleasure or on business have at their disposal various means of transport. If you want to get somewhere as quickly as possible the best way is to travel by plane. It is better to book tickets in advance. On the appointed day you go to the airport by car. Soon you'll be boarding the big airliner and it will carry you to new lands. In front of you in the cockpit you'll see the pilot and the crew. Some of the passengers are already reclining in comfortable armchairs. There is a kitchen in the rear part of the plane where the stewardesses are preparing the meals. Presently the plane takes off and in a few minutes the pilot informs the passengers of the altitude. Sometimes it is possible to see land. It looks like a map in geography lessons. Travelling by train is slower than by plane but it has its advantages. When on the train you can always see the country side around you, so you are not simply travelling, but your holidays have already begun. To have a good trip by train you must book the tickets in advance. When the day of your departure comes, you go to the railway station, which is usually closer to your home than the airport. The porter helps you with your luggage. You go to your carriage and find out if you have a lower or upper berth in your compartment. Each compartment has its own window, a table, a place for your suitcases and, of course, four berths.Travelling by sea is mostly for those who are going on holiday and want a pleasant voyage. On board a large cruise ship people traverse oceans and visit other countries. The ship stops for a day or two in different ports and people go ashore on excursions. Crossing the ocean is a magnificent and very long voyage, with enormous waves before you and a 4-deck liner under you. The only drawback is seasickness, so before starting on a voyage you should find out whether you suffer from it or not. Many people prefer travelling by car. This way you can explore the nearby towns and cities. The greatest advantage is that you can stop whenever you like and that you are not bound by any schedule. You start from your own front door and take any road you like.Coach tours are not expensive and they are very popular. They are planned as holidays since you can have a chance to do a lot of sightseeing and have a good rest at the same time.One of the cheapest and the most popular ways of travelling is hiking. It is always a great experience for a lover of nature you feel yourself a part of nature. Walking through the wood or along the river, having a rest on the shore of a forest lake, climbing a mountain.  
All means of travel have their advantages and disadvantages. People choose one according to their plans and destination. When travelling we see and learn a lot of things that we can never see or learn at home.

**Vocabulary:**

a holiday by the sea - отдых (отпуск) на море  
advantage - преимущество, выгода  
airliner - авиалайнер  
all over the world - во всем мире  
altitude - высота  
arrival - прибытие  
to arrive - приезжать, прибывать  
as quickly (good, etc.) as possible - как можно быстрее (лучше, и т д.)  
to begin with - прежде всего, начнем с того, что..., для начала  
berth-койка  
to board a plane (ship) - сесть на самолет (пароход)  
to book tickets in advance - забронировать билеты заранее  
carriage - вагон  
change of scene - перемена обстановки  
coach - междугородний автобус  
cockpit - кабина (пилота)  
comfortable - удобный, комфортный  
compartment - купе  
convenient - удобный, подходящий  
crew - экипаж  
to depart - уезжать, отбывать  
departure - отправление, отбытие, отъезд  
disadvantage, drawback - неудобство, недостаток  
from time to time - время от времени  
to have at his (hers, their etc.) disposal - иметь в распоряжении  
holiday-maker - отдыхающий  
in advance - заранее  
in the twinkling of an eye - в мгновение ока  
to land - приземляться  
luggage - багаж  
to overcome time and distance - преодолеть пространство и время  
place of destination - место назначения  
porter - носильщик  
to recline in the armchair - откинуться в кресле  
seasickness - морская болезнь  
to take off- взлетать  
to travel for pleasure - путешествовать для удовольствия (отдыха)  
to travel on business - путешествовать по делу  
voyage - морское путешествие

**Answer the questions:**1. Are you fond of travelling?  
2. Why do people travel?  
3. How many hours a day do you spend travelling?  
4. Why do some people choose planes for travelling?  
5. Some people are afraid of flying. Why?  
6. Do you like to travel by train? What are its advantages?  
7. Would you like to go on a big ocean cruise?  
8. Why can it be convenient to travel by car?  
9. Have you ever been on a coach tour?  
10. If you could spend a hiking holiday wherever you like, what place would you choose?  
11. Which transport is the safest? is the most dangerous? Why?  
12. Which transport is the most comfortable for long trips?  
13. Translate the underlined expressions and use them in the text about your holidays.

**Text №12**

**Travelling/Holidays**

Modern life is impossible without travelling. Thousands of people travel every day either on business or for pleasure. They can travel by air, by rail, by sea or by road.

Of course, travelling by air is the fastest and the most convenient way, but it is the most expensive too. Travelling by train is slower than by plane, but it has its advantages. You can see much more interesting places of the country you are travelling through.

Modern trains have very comfortable seats. There are also sleeping cars and dining cars which make even the longest journey enjoyable. Speed, comfort and safety are the main advantages of trains and planes. That is why many people prefer them to all other means.

Travelling by sea is very popular. Large ships and small river boats can visit foreign countries and different places of interest within their own country.

As for me, I prefer travelling by car. I think it's very convenient. You needn't reserve tour tickets. You needn't carry heavy suitcases. You can stop wherever you wish, and spend at any place as much time as you like.

Every year my friend and I go somewhere to the South for holidays. The Black Sea is one of the most wonderful places which attracts holiday-makers all over the world. There are many rest-homes, sanatoriums and tourist camps there.

But it is also possible to rent a room or a furnished house for a couple of weeks there. Sometimes, we can place ourselves in a tent on the sea shore enjoying fresh air and the sun all day long.

As a rule, I make new friends there. In the day-time we play volley-ball, tennis, swim in the warm water of the sea and sunbathe. In the evening.

I like to sit on the beach watching the sea and enjoying the sunset. I'm fond of mountaineering. So I do a lot of climbing together with my friends. Time passes quickly and soon we have to make our way back. We return home sunburnt and full of impressions.

**Questions:**

1. Why is modern life impossible without travelling?  
2. What is the fastest and the most convenient way of travelling?  
3. Why is travelling by sea very popular?  
4. Why is travelling by car very convenient?  
5. Where do you go every year?  
6. Where do you make new friends?  
**Vocabulary:**

either... or — либо... либо  
by rail — по железной дороге  
advantages — преимущества, достоинства  
enjoyable — приносящий радость  
safety — безопасность  
to reserve — резервировать  
tour — тур, поездка  
to rent — снимать, нанимать  
couple — пара  
mountaineering — альпинизм  
climbing — лазанье (по горам)

**Text №13**

**Travelling by Car**

There is nothing better than travelling by a fast car. Travel by car is a more personal experience, for there you can drive yourself.

You just sit down at the steering wheel, start the motor, step on the accelerator with your foot and off goes the car. You can go as slowly or as fast as you wish, stop when and where you choose; you park the car on the side of the road, get out and go wherever you like.

It is quite true that driving a car has some disadvantages. In town it is rather a nuisance with all those traffic «jams» or «hold - ups», round-abouts, detours and so on. It is not pleasant at all when you ride on a bumpy road or get a flat tyre, or still worse, when you get stuck in the mud.

But what can be better than a spin in a car on a week-end with your friend? As soon as you get out of the crowded town and see a long wide road in full view, what a thrill it is to feel the car rush forward at a touch of your foot, to feel the wind in your face, to see houses, trees find people flash past, to feel the real joy of speed.

Then, of course, you see much more of the country than you do in a plane.

Suppose you are on vacation and have decided to take a trip in a car. What magnificent views you behold on your way — green fields, a road winding its way up the mountain with steep, grey cliffs on one side and a deep precipice on the other, a shining expanse of the sea wrapped in a blue noonday haze, the woods, the rows of acacia that stretch along the streets of the towns you pass through. Indeed your impressions are unforgettable.

**Questions:**

1. What are advantages of travelling by car?  
2. What are disadvantages of driving a car?  
3. Why are the impressions of a spin in a car unforgettable?

**Vocabulary:**

fast - быстрый, скорый  
experience - опыт; случай, событие; впечатление, переживание  
steering wheel - руль автомашины  
start the motor - заводить мотор, двигатель  
to step on the accelerator - нажать на педаль газа  
wherever - где бы ни; куда бы ни  
disadvantage - недостаток  
nuisance - досада; неприятность  
jam, hold-up - «пробка», затор (в уличном Движении)  
round-about, detour - окольный путь, обход; объезд  
pleasant - приятный; радостный  
bumpy - ухабистый, тряский (о дороге)  
flat tyre - сдутая шина  
to get stuck in the mud - завязнуть в грязи  
spin - короткая прогулка; быстрая езда (на автомашине, велосипеде, лодке)  
to rush forward - ехать, бежать вперед  
to flash - быстро промелькнуть, пронестись, пробежать  
joy - радость, счастье; восторг  
speed - скорость; темп  
magnificent - великолепный, величественный; производящий впечатление, внушительный  
to behold (прош. вр. - beheld; прич. прош. вр. - beheld) - видеть, замечать, узреть; пристально смотреть, вглядываться, созерцать, рассматривать, наблюдать  
steep - крутой  
cliff - крутой склон, откос; холм; утес  
precipice - обрыв, пропасть  
expanse - простор, (широкое) пространство; ширь и простор  
haze - легкий туман; дымка  
wood - лес  
impression - впечатление; ощущение  
unforgettable - незабвенный; незабываемый, памятный

**Text №14**

**Travelling by Plane**

No wonder that one of the latest means of travelling is travelling by plane. Nowadays people mostly travel by air. It combines both comfort and speed and you will reach the place of destination very quickly. No doubt, travelling by air is the most convenient and comfortable means of travelling. But if you are airsick the flight may seem not so nice to you. Unfortunately sometimes the flights are delayed because of unfavourable weather conditions, and one more inconvenience is jet-lag.

Before boarding the plane you must check in at the airport. Passengers are requested to arrive at the airport one hour before departure time on international flights and half an hour on domestic flights. You must register your tickets, weigh in and register the luggage.

The economy class limitation is 20 kg. First-class passengers are allowed 30 kg. Excess luggage must be paid for. Passengers are permitted, to take only some personal belongings with them into the cabin. These items include handbags, brief-cases or attache cases, umbrellas, coats and souvenirs bought at the tax-free shops at the airport. Each passenger is given a boarding pass to be shown at the departure gate and again to the stewardess when boarding the plane.

Before the plane takes off the stewardess gives you all the information about the flight, the speed and altitude. She asks you to fasten the belts and not to smoke. She will take care of you during the flight and will help you to get comfortable in your seat. Inside the cabins the air is always fresh and warm. The captain will welcome you on board, tell you all about the flight and the interesting places you are flying over. During the flight you can take a nap or have a chat, you can read and relax. In some planes you can watch video or listen to the music.

When the plane is landing or taking off you have an opportunity to enjoy the wonderful scenery and landscapes. While travelling by plane you fly past various villages and cities at the sight of which realize how majestic and tremendous our planet is. Do not forget your personal belongings when leaving the plane.

Landing formalities and customs regulation are about the same in-all countries. While still on board the plane the passenger is given an arrival card to fill in, he fills in (in block letters) his name in full, country of residence, permanent address, purpose and length of visit; and address in the country he is visiting. After the passenger has disembarked, officials will examine (check) his passport and visa (to see if they are in order).

In some countries they will check the passenger's certificate of vaccination. When these formalities have been completed the passenger goes to the Customs for an examination of his luggage. The passenger is required to fill in a customs declaration form. He must list all dutiable articles. Personal belongings may be brought in duty-free.

Here is a partial list of prohibited articles: firearms, drugs, in some countries — meat products, fresh fruit and vegetables. The Customs inspector may ask you to open your bags for inspection. After you are through with all customs formalities he will put a stamp on each piece of luggage.

**Questions:**

1. Why do people mostly travel by air nowadays?  
2. Why may the flight seem not so nice to you?  
3. What are other inconveniences of flying?  
4. When are passengers requested to arrive at the airport?  
5. What is the luggage limitation?  
6. What must passengers do in case they have some excess luggage?  
7. What are passengers permitted to take with them into the cabin?  
8. When is a boarding pass to be shown?  
9. What do stewardesses do during the flight?  
10. What can you do during the flight?  
11. What opportunities do passengers have when the plane is landing or taking off?  
12. What is the passenger given to fill in while still onboard the plane?  
13. What are the formalities to be completed after the passenger has disembarked?  
14. What must you list in your customs declaration?  
15. What are prohibited articles?  
16. What will the Customs inspector do after you are through with all customs formalities?

**Vocabulary:**

no wonder - не удивительно, что  
means - средства  
nowadays - в наши дни; теперь; в наше время  
to combine - соединять, сочетать  
speed — скорость; быстрота  
destination - место назначения, пункт назначения  
to board - всходить на борт (любого судна)  
to check in - регистрировать(ся)  
convenient - удобный, подходящий; пригодный  
comfortable - уютный, удобный  
to be airsick - страдать воздушной болезнью  
flight - полет  
unfortunately - к несчастью, к сожалению  
to delay - откладывать; задерживать, замедлять  
unfavorable - неблагоприятный; неблагосклонный; неутешительный  
weather conditions - погодные условия  
jet-lag - нарушение суточного ритма организма, расстройство биоритмов в связи с перелетом через несколько часовых поясов  
to request - просить, требовать  
to weigh - взвешивать; весить  
limitation - ограничение  
to allow - позволять, разрешать  
excess - избыточный; превышающий норму  
to permit - позволять, разрешать, давать разрешение  
personal belongings - лично принадлежащие вещи  
brief-case - портфель  
attache case - кожаный ручной плоский чемоданчик (для книг, документов)  
umbrella - зонт, зонтик  
boarding pass - посадочный талон  
departure - отправление, отбытие  
altitude - высота  
fasten one's belts - пристегнуть ремни  
to take care - заботиться  
to take a nap - вздремнуть  
to have a chat - поболтать, побеседовать  
to relax - расслабляться  
to take off - авиац. взлететь  
opportunity - шанс, возможность  
scenery — вид, пейзаж; ландшафт  
landscape - ландшафт, пейзаж  
to realize - представлять себе; понимать, осознавать  
majestic - величественный, грандиозный, величавый  
customs regulations - таможенные инструкции  
to fill in - заполнять  
country of residence - страна пребывания  
permanent address - постоянное место жительства  
purpose - назначение, намерение, цель  
length - длина; расстояние  
to disembark - высаживаться  
to examine - проверять  
vaccination - вакцинация  
to complete - завершать, заканчивать, кончать, оканчивать  
customs declaration - таможенная декларация  
to list - вносить в список; составлять список; регистрировать  
dutiable - подлежащий обложению (таможенной) пошлиной  
article - вещь, предмет  
partial - частичный, неполный  
prohibited - запрещенный  
firearms - огнестрельное оружие  
stamp - штамп, штемпель, печать

**Text №15**

**Travelling by Sea**

Human beings are very inquisitive and like discovering different places. That is why people all over the world like to travel around the globe. It is not so interesting for them to see the world on TV today. It is precious to see it by their own.

And when people come to beautiful beaches and sparkling blue waters, they understand it is really the amazing thing they wanted to see. There are countless adventures within reach on cruise vacation. There are many cruise companies in the world, and each of these companies can provide you a qualified service.

During the cruise people live in comfortable cabins. During sea days when a cruise liner is in the open sea, people can take sunbathes, swim in the swimming pools, play fools in the slide or promenade around the ship visiting different decks. You can rent a cabin for two, four, six persons.

Cruise companies offer different tours during which you can discover the inhabitants of a coral reef on a glass-bottomed boat, go horseback riding on the beach, go mountain biking rain forests, explore ancient civilizations as you climb mysterious pyramids or snorkel with stingrays and dive 800 feet down in a research submarine. Days onboard are casual but full of joy and new impressions. But don't forget your camera and binoculars, so you don't miss a thing.

Adventures are endless in this area. People can relax on a cruise surrounded by the white-sand beaches and beautiful turquoise waters of the most beautiful islands on the earth, find and visit tropical places where nature brings striking mountains and pristine beaches.

Such islands are home to rich culture and complex histories. There are archaic ruins, beaches, rain forests and many waterfalls. Here you can find new friends and buy a lot of souvenirs.

**Questions:**

1. Why do people like travelling?  
2. What adventures can you have while travelling on a cruise ship?  
3. Where do people live during the cruise?  
4. Where can you go during sea days?  
5. What kind of tours do cruise companies offer?  
6. What can you go sightseeing when you are on a cruise vacation?

**Vocabulary:**

human beings - человеческие существа  
inquisitive - любознательный, пытливый; любопытный  
precious - большой ценности, важнее всего  
sparkling - блестящий, искрящийся, сверкающий  
to provide - снабжать; доставлять; обеспечивать  
cabin - каюта  
seaday - зд. морской день, день когда корабль находится в открытом море  
open sea - открытое море  
to take sunbathes - загорать  
to play fools - дурачиться  
slide - слайд; водная горка  
to promenade - прогуливаться; гулять, разгуливать; прохаживаться  
deck - палуба  
horseback riding - прогулка верхом на лошади  
mountain biking - прогулка на велосипеде по горам  
rain forest - тропические леса  
to climb - взбираться, влезать, восходить, карабкаться, подниматься  
mysterious - таинственный; загадочный, непостижимый  
to snorkel - плавать под водой с маской и трубкой  
stingray - скат  
to dive - нырять, бросаться в воду  
research submarine - научно-исследовательская подводная лодка  
casual - нерегулярный, временный  
joy - радость, счастье; восторг  
impression - впечатление (эффект, в особенности сильный эффект, произведенный на интеллект, сознание или чувства)  
binoculars - бинокль  
to explore - исследовать, рассматривать, анализировать  
to relax - расслабляться, делать передышку, отдыхать  
to stroll - прогуливаться, бродить, гулять (обычно медленно, праздно)  
to surround - окружать; обступать  
turquoise - бирюзовый цвет  
pristine - древний, первоначальный, изначальный; чистый, нетронутый; неиспорченный  
archaic - архаический, отживший  
ruins - развалины  
waterfall – водопад

Приложение №2

Диалоги по темам для чтения и перевода.

**1. В турагентстве**

**Dialogue №1**

*—* Hello! How can I help you?

— I would like to reserve a tour to Egypt.

— When would you like to leave?

— On 14th January if it possible.

— Are you going by yourself?

— No. I need a trip for two.

— Do you plan to stay in Hurghada or Sharm El Sheikh?

— In Hurghada.

— Let me recommend you the best 5-star hotel. It is new, comfortable and located just near the sandy beach. Аre you looking for a one or two-week travel?

— Good. I was thinking about a tour from the 14th till 22nd January.

— The All inclusive tour for one week will cost 300$.

— Ok. Tell me, please, about the hotel?

— It’s a hotel at the center of Hurghada. It offers direct access to the beach and 2 outdoor pool areas. For relaxation hotel has a health club with sauna and hammam. There are also shops selling souvenirs and jewellery. Here’s photos.

— Great. I like it!

— Ok. Let’s check if there are tickets available for these flights on the days you mentioned.

**Dialogue №2**

**At the travel agency. Choosing a hotel**

– Good morning! Come in, please, and make yourself comfortable.

– Good morning! I saw your advertisement and I would like to choose a tour for the end of September.

– Yes, we can offer you tours to any country of the world.

– What can you recommend me?

– Are you going by yourself?

– No. I need a trip for three. We are taking our 3-year old baby with us. We’d like to have a good and not very expensive holiday.

– Oh, then I would recommend you to see Paris and Disneyland in September. You can spend unforgettable days there.

– Thank you but we’ve already been to Paris last year.

– I see. How about going to Switzerland, to a skiing-resort in the Alps? Snow, fresh air, beautiful mountains…

– Mmmm. That sounds quite nice but skiing isn’t my cup of tea. Besides, our son is too small for that kind of travelling.

– I agree with you. You’d better go to some warm and exotic place then. How about a tour to Cyprus?

– I think that’s the best idea!

– How long are you planning to stay there? And have you finally determined the dates?

– That would be 2 weeks. From the 25th of September till the 9th of October.

– Let’s have a look at the best hotels of Larnaka in the catalogue. We need to choose a hotel now. And that’s the most important thing, to my mind. How many stars do you want?

– Well, it doesn’t matter. It should be nice for the family with a baby and have all necessary conditions.

– Ok. Let me recommend you this 4-star hotel then. It is new, comfortable and located just near the sandy beach. A lot of our customers with children were satisfied with it and its service.

– The pictures are very attractive. I can see a lot of greenery around the hotel and the rooms are spacious, well-equipped and overlooking the Mediterranean Sea. Is there a children’s club there?

– Yes, there is. There is also childcare and a swimming pool for kids with a slide too.

– Is it expensive? How much does it cost?

– They currently offer a good discount and the room in your case will cost only $50 per night. Breakfast is included.

– That’s great! I think we’ll take it.

– OK. Then we need to check if there are tickets available for these flights on the days you mentioned.

**Dialogue №3**

**At the Travel Agency**

Travel agent: Hello! How may I help you?

Linda: I'd like to schedule and reserve a seaside tour to Cyprus, please.

Travel agent: When would you like to leave?

Linda: At the end of this month if possible.

Travel agent: How many people are going with you?

Linda: It's just me and my boyfriend.

Travel agent: Which city do you plan to stay in? You can choose from Larnaka, Ayia-Napa, Limassol.

Linda: We've planned to stay in Ayia-Napa.

Travel agent: Let's see. There are several tours starting from the 21st of June.

Linda: We are looking for a one-week travel.

Travel agent: Ok, then. There is a tour from the 21st till the 28th of June. Do you want to have a look?

Linda: Yes, of course.

Travel agent: The departure is early in the morning, so you have a whole day ahead.

Linda: Will anyone meet us at the airport?

Travel agent: Yes, we have representatives at Larnaca Airport. They are going to meet you, provide any neccessary help with your luggage and drive you to the hotel.

Linda: Can you tell me a bit about the hotel?

Travel agent: It's a four-star hotel at the center of Ayia-Napa. It won't be far from the airport, about 40 minutes by car.

Linda: Is the sea far from the hotel?

Travel agent: No, it's just 5 minutes of walk. By the way, the sea in Ayia-Napa is amazingly warm and clear. You'll love it!

Linda: Are there any discos or restaurants near our hotel?

Travel agent: Of course. As you know this city is full of attractions and entertainment. There are lots of restaurants of Greek, Italian and Mediterranean cuisine. In the evening people gather at the bars to have some bear. Those, who like loud music, go to local discos.

Linda: Sounds suitable for us! How about the facilities at the hotel?

Travel agent: It is a very comfortable hotel. Each room is equipped with TV and air-conditioner. There are towels and a hairdryer in the bathroom. There is a swimming-pool with a bar at the hotel yard. Surrounding nature is wonderful too. The air is fresh, the weather is always good in June. No doubt, that you will like it.

Linda: Ok, I think we are fine with the hotel. Can I ask one more question?

Travel agent: Yes, of course.

Linda: Are there any interesting excursions from Ayia-Napa to other cities of Cyprus?

Travel agent: There are lots of interesting excurssions. I 'd recommend to visit Pafos. It's a historic city with old architecture. Moreover, you'll see many other attractions on your way to Pafos.

Linda: Thank you! That's very helpful information.

Travel agent: Finally, I should tell you about your flight back. You are arriving on the 28th of June around 3 am. I know, it's a bit inconvenient to have a night flight, but at least you can spend 7 full days there.

Linda: Night flight is Ok. It's not a big problem. All in all, I like the tour and I would like to reserve it.

Travel agent: I hope, your boyfriend likes it too.

Linda: I'm sure, he will. He has wanted to visit Cyprus for a long time.

**Dialogue №4**

**Dialogue: At the Travel Agency**

Travel agent: What can I do for you?

Diana: I`m going to reserve flight tickets for a group of schoolchildren to Manchester.

Travel agent: All right. When are you going to leave?

Diana: A day after tomorrow. And what about flight time?

Travel agent: It`ll be a direct flight and it`ll last two hours and ten minutes.

Diana: We would like to leave in the afternoon. Is it possible?

Travel agent: You can take a Swiss Air flight departing from Helsinki.

Diana: Fine. It`s O.K.

Travel agent: I suppose you are going to travel economy? How many tickets do you need?

Diana: Yes, of course. We need twenty economy tickets.

Travel agent: Let me see. Unfortunately, we have only eighteen seats left. The rest two seats you can book in the first class.

Diana: It` not a problem. I take two tickets in the first class. How much shall I pay for it?

Travel agent: Well, six thousand and sixty pounds.

Diana: Fine. Here is my credit card.

Travel agent: Could you give me your name and address?

Diana: Certainly, Diana Ross, 3 Park Street, Helsinki.

Travel agent: Could you give me your day-time phone, please?

Diana: +01112223334.

Travel agent: Thank you. Would you like to get the tickets now or to pick them before departure?

Diana: I would like to pick them up before departure.

Travel agent: You can pick them up at any time after eight o`clock a.m.

Diana: Thank you very much. It`s very nice of you.

Travel agent: Not at all. You are welcome!

**Dialogue №5**

**OFF WE GO!**

**(At the Travel Agency.)**

Agent. Can I help you, ma'am?

Diana Abbot. I'd like to reserve one way tickets for a group of students to London.

A. No problem, ma'am. When are you planning to leave?

D. Tomorrow. Tell me, please, what the flying time will be?

A. This is a direct flight. So it's 3 and a quarter hour.

D. Then we'd rather leave in the afternoon.

A. I can suggest you take a British Airways flight departing from Moscow Sheremetyevo-II airport.

D. Fine. That's what we need.

A. Are you going to travel first class or economy?

D. We want to book 21 seats in economy class.

A. Let's see. Sorry, there are only 18 seats left in economy class, but I can book the remaining tickets in first class while putting you on the wait-list in economy.

D. Thank you. How much would that be?

A. Well, ... pounds.

D. All right. I'll write a check.

A. Can you give me your name and address?

D. Sure. Diana Abbot, 15-27, Park Lane, London 12096.

A. Excuse me, ma'am. I need your Russian address.

D. Of course, you do! And I'm so absent-minded. My Russian address is: 123423, Moscow, ul. Narodnoye Opolcheniye, dom 28, korp. 1, kv. 9.

A. And your daytime telephone?

D. 199-52-07.

A. Would you like to get your tickets now?

D. No. Picking them up before the departure would be most suitable.

A. You may pick them up any time after 10.

D. Thanks a lot. You are very kind.

A. All the best! You are welcome any time!

(Next morning at the airport. A group of young people is waiting for Cecily.)

- Cecily would be late!

(Cecily appears.) C. Hi, everybody! Sorry, I've kept you waiting. I'm such a dawdler.

Jack. You would be! I bet you'stayed at home watching a new episode of a TV serial, didn't you? Did it have a happy ending?

C. Of course. Everybody was happy the serial's over.

- So, our happy stay in Russia has come to an end.

- What a pleasant time we have had here!

- I can't imagine that I'll never see this country again.

J. Never say "never". We still live on one and the same planet.

Voice of the announcer: Attention, please! British Airways flight 482 from Moscow to London is now ready for boarding. Passengers for BA 482 to London, please, proceed to gate 9.

- Sorry, did they announce our flight?

- I didn't catch it.

J. Didn't you? Are you still catching flies?

- That's exactly like Jack - he would joke.

- Hey, it's our flight, hurry up!

- But first we must go through all the formalities.

- Oh, I remember it was long and tiresome.

- Oh, no! Worst of all is that I seem to have left the purse with my personal cards in the bus.

- What a muddler you are!

- Stop calling me names! I have found it.

- The sooner we check in the better.

- Of course we should present ourselves for check-in no later than 30 minutes before the scheduled departure time, otherwise we'll have to wait. So what should we be running risks for?

- Besides, punctuality is the politeness of kings, they say.

- Don't think it will end soon. First it's necessary to fill in the customs declaration. Put down all the valuables you have in the declaration.

- I value wisdom over gold and understanding over silver, as the proverb says.

- Stop chattering and wasting time, will you? We'll be late.

Customs officer. Have you got anything to declare?

Rona. Yes, I have got some valuables, but I've put them all down in the declaration.

J. (changing his voice). Rona, dear, don't forget to put down your royal sable furs and jewels.

R. (to the customs officer). Don't pay attention to Jack, he doesn't know when to stop.

J. A bit of humour won't harm anyone.

C.o. Will you come through, miss? You're welcome, sir. Spirits, tobacco, presents?

J. I've got only presents and souvenirs. Do you want to check?

C.o. No, I won't.

R. I don't know what souvenirs you have, Jack, but your luggage looks very impressive. You have excess luggage, I'm afraid.

J. We'll see. At the check-in counter we'll have our tickets checked and our things weighed and labelled.

D. (approaching the check-in counter). Please, don't lose the boarding pass you are given at the check-in counter, otherwise you won't be permitted in the plane.

- Oh, such an amount of formalities! Are we supposed to pass something else?

- Yes, passport control. But not till we fill in the form.

D. Don't forget to complete it in all capital letters. Write your name, nationality, permanent address and the purpose of your trip.

J. Security check is the last. They will inspect our carry-on luggage. This is an anti-hijacking measure.

D. How on earth do you know all this?

J. It's not the first plane which I am about to hijack. You know it's easier to hijack a plane than to make Rona smile.

**Dialogue №6**

**Talking to a travel agent**

– I need two round-trip tickets from Boston to Miami.

– Do you want economy or business class?

– Economy, please. I'm traveling on a limited budget.

– Okay, but you have to realize that these tickets are nonrefundable.

– But what do I do if I can't go for some reason?

– You can buy flight insurance.

**Dialogue №7**

**At the Travel Agency**

Peter Vinogradov. Hi!

Travel Agent. Hi, come in, please. Can I help you?

Peter Vinogradov. We’d like some information about tours around London.

Travel Agent. Oh, good. We’ve a lot of exciting places of interest here in London. What about sightseeing tour around the city?

Peter Vinogradov. And what places will we visit?

Travel Agent. Oh, the most wonderful places in London, I promise! Big Ben, the Houses of Parliament, Trafalgar Square, Nelson’s Column, The Tower of London and many others! It will be unforgettable tour, believe me!

Peter Vinogradov. And how long does the tour last?

Travel Agent. About three hours.

Peter Vinogradov. How much is it?

Travel Agent. Only 20 pounds.

Peter Vinogradov. Where does the tour depart from?

Travel Agent. From the Piccadilly Circus.

Peter Vinogradov. Well… Ok, we’ll take it.

Travel Agent. Could you sign here, please? Thank you. Good-bye, and I hope you enjoy your London sightseeing tour.

**Vocabulary:**

- beach vacation / пляжный отдых

- backpacking trip / поход (с рюкзаками)

- biking trip / велосипедный тур

- camping trip / поход

- culinary trip (cooking vacation) / гастрономический тур

- wine trip (wine tour) / винный тур

- cultural trip / культурная поездка (в исторические места, обычно с экскурсиями)

- diving trip / поездка для занятий дайвингом

- surf trip (surfing trip) / поездка для занятий серфингом

- sightseeing trip / поездка для осмотра достопримечательностей

- shopping trip / шоп-тур, поездка с целью шопинга

- business trip / деловая поездка

- bus-trip / автобусный тур

- boat-trip / водная экскурсия

**Dialogue №8**

— What kind of traveling do you prefer?

— I used to go camping and backpacking when I was a student, but now that I’m a family man with a wife and two little kids, my priority is finding a comfortable and leisurely vacation.

— Where do you usually travel?

— I pick places with good infrastructure and tourist facilities. On our last trip we went to Malaysia. We spent four days in Kuala Lumpur and then took a domestic flight to the Langkawi resort.

— Langkawi is an island, isn’t it?

— Exactly. It’s a group of islands off the west coast of Malaysia and one of the world’s most famous resorts with white sand beaches and that solitude so much missed in big cities.

— How long did it take you to fly from Kuala Lumpur to Langkawi?

— One hour roughly.

COMMENT

- now that… / сейчас, когда… Обратите внимание, что now that — это устойчивое выражение, нельзя сказать now when.

- …and then took a domestic flight. Здесь использовано выражение take a flight / полететь, сесть на самолет; domestic / внутренний (домашний), противоположное значение — international / международный.

- white sand beach / пляж с белым песком; в английской конструкции «существительное + существительное» первое существительное выступает в качестве определения для второго.

- off the west coast — здесь предлог off обозначает удаленность от чего-либо.

take / занимать (какое-то время)

**Dialogue №9**

— Do you like traveling?

— I love traveling! I always travel. I can’t live in the same place more than two months.

— Do you have a job?

— I have business on the internet. I can work from anywhere. All I need is Wi-Fi. My work allows me to live where I want.

— What do you prefer to do on your travels?

— I socialize with people a lot. I make new contacts and find new friends. I keep in touch with many of them through the web.

COMMENT

- travel / путешествие (как перемещение из одного места в другое), поездка (не обязательно с целью отдыха или занятий спортом, это может быть также и деловая поездка)

- I have business on the internet. / У меня бизнес в Интернете. Здесь обратите внимание на использование предлога on, которому в русском языке данной ситуации соответствует предлог в on your travels / во время ваших путешествий; со словом travels употребляется предлог on, также можно сказать on my trips.

- contacts / контакты, друзья, знакомые, список телефонов или адресов. У слова contacts также есть значение контактные линзы; обычно по контексту понятно, о чем именно идет речь.

- keep in touch / поддерживать контакт (устойчивое выражение)

**Dialogue №10**

— What’s your favorite travel destination?

— I travel for business most of the time.

— Where do you usually travel for work?

— My company operates in a number of world markets. We have huge branches in the Middle East, China, India and Brazil. At the moment I supervise the Chinese sector. Two years ago I supervised in Brazil.

— How often do you usually travel?

— Two or three times a month. Literally I live on airplanes.

— What do you do on your vacations? Do you travel too?

— Oh, no! With my lifestyle I prefer to stay at home. I want to wake up in the same bed at least on my vacations!

COMMENT

- travel destination / туристическое направление (как для туризма, так и для бизнеса)

- at least / по меньшей мере, хотя бы

**Dialogue №11**

— Do you like traveling?

— I love traveling!

— What do you prefer to do when you travel?

— I like active tourism. I’m a big fan of mountain biking.

— That’s very interesting! Tell me about it.

— My last trip was to the Crimea, in Russia. My friend and I hired a local guide, an experienced mountain biker. He knows a lot of biking trails in the area.

— How long did you stay in the Crimea?

— Eight days including the day of arrival and departure.

— Did you go biking every day?

— We did six trails. One trail each day.

COMMENT

- We did six trails. / Мы проехали шесть спусков. Глагол did — многозначный, переводится по контексту, например:

1. We wanted to see as many museums as we could. So we did two museums each day. / Мы хотели посмотреть столько музеев, сколько возможно. Поэтому мы проходили (посещали) по два музея в день.

2. You’re doing 90 miles per hour! Slow down! There’s a speed limit here. / Ты едешь со скоростью 90 миль в час! Притормози! Здесь есть ограничение скорости.

**Dialogue №12**

— Where did you get that lovely tan?

— I just got back from a vacation in Egypt. I went there with my girlfriend.

— What did you do there?

— We hung out on the beach. We went to a coral reef on a glass boat.

— Did you go snorkeling?

— Every day! It’s one of the most popular activities in the Red Sea. One day we went out for a scuba-dive! It was my first time.

— Did you see the Pyramids?

— No, we didn’t have time for that. But we took a bus to Luxor for a hotair balloon ride.

COMMENT

- get a tan / получить загар, загореть

- glass boat / дословно: стеклянная лодка, имеется в виду лодка со стеклянным дном, на которой обычно ездят смотреть коралловый риф.

- Pyramids; обратите внимание, что буква y дает звук [i], несмотря на то, что стоит в открытом слоге.

- ride / поездка (на любом виде транспорта), например: Do you need a ride? / Вас подвезти?

- take a bus / поехать на автобусе, сесть в автобус. Глагол take используется и с другими видами транспорта:

1. take a boat / поехать на лодке

2. take a train / поехать на поезде

3. take a plane / полететь на самолете

**Dialogue №13**

— Do like traveling?

— Oh, I do! Who doesn’t?

— Where was your last trip?

— It was a short trip to Rome.

— What did you do in Rome?

— I went sightseeing and shopping. The last week of January is a clearance week for Rome. You get very good deals for famous brands like Roberto Cavalli, Armani, Brioni, Burberry and many others.

— Great! And what cultural places did you see?

— Rome is, in fact, an open-air museum. You just get a city map, put on your sneakers and take a walk through the historical center.

COMMENT

- good deal / выгодная покупка (вещи или услуги)

- take a walk / пойти прогуляться, пойти на прогулку

Существуют разные способы путешествовать. Изучите список ниже.

traveling by plane / путешествие на самолете

traveling by car / путешествие на машине

traveling by train / путешествие на поезде

traveling by cruise ship (traveling by cruise) / путешествие на морском лайнере air travels / путешествие по воздуху (на самолете, вертолете, воздушном шаре)

Для обозначения видов транспорта часто используется глагол take.

take a plane, take a flight / полететь самолетом

take a train / поехать поездом

take a cruise (ship) / поплыть на лайнере

take a bus / поехать на автобусе

Изучите диалог, в котором опытный путешественник говорит о преимуществах и недостатках самолетов и круизных лайнеров.

**Dialogue №14**

— You’re an experienced traveler. What kind of transportation do you prefer when traveling?

— Traveling by plane is the safest and fastest way of transportation. But taking a cruise has plenty of advantages, especially if you’re interested in full-service travel.

— What about the cost?

— The cost of flying continues to grow, and usually options like snacks and Wi-Fi are not included in the price. Cruise prices, however, include almost everything, except for alcohol and on-board casinos. That means you won’t have to pay for an additional pillow or portion of fries.

— The lack of personal space is another problem of flying.

— That’s true. Having someone next to you who snores, smells or cries the whole flight is a totally common thing, while on a cruise you can spend your time walking around the ship or stretching out by the pool.

COMMENT

- full-service / полный сервис, сервис «все включено»

- next to... / рядом с...

- stretch out / растянуться, отдыхать

Выбор отеля - это еще один существенный вопрос, который встает во время путешествий. Некоторые предпочитают дорогие отели, в которых получают соответствующий уровень сервиса и комфорта, в то время как другие предпочитают останавливаться в отелях среднего класса, экономя таким образом деньги.

Изучите некоторые слова по этой теме.

average hotel / отель среднего класса

high end hotel / отель высокого класса

luxury hotel / отель класса люкс

hotel chain / сеть отелей

boutique hotel / отель-бутик, отель на несколько номеров

hostel / отель экономкласса, хостел, общежитие

book a hotel / забронировать отель

resort hotel / курортный отель

B & B (bed & breakfast) / отель экономкласса (где можно просто переночевать и получить завтрак)

three-star hotel / трехзвездочный отель

four-star hotel / четырехзвездочный отель

five-star hotel / пятизвездочный отель

Изучите диалоги, в которых обсуждаются отели.

**Dialogue №15**

— Where was your last trip?

— On my last trip I went to Vietnam with my friends.

— How was it?

— It was great! We stayed in the city of Ho Сhi Minh for three days and then we headed for the resort where we had booked a very nice hotel.

— Was it a hotel chain?

— It was a local chain, I guess. We got a spacious room on the top floor with a balcony facing the ocean. The room had a queen-sized bed, a huge television on the wall and an iPad. Two days later they upgraded us to a business suite for no extra charge.

— That’s cool! Did you like the hotel food?

— It was good, a bit too much of the local food though.

— Did you have a problem with the local food in Vietnam?

— Well, the truth is it contains some ingredients and spices that I just can’t take. So, my breakfast was a couple of fried eggs.

— Did you like the hotel’s staff and housekeeping?

— The housekeeping was excellent. The housekeeper was happy to get a two-dollar tip. On the whole, the staff was very friendly and helpful. They didn’t speak very good English, though.

COMMENT

- they upgraded us to a business suite for no extra charge; здесь глагол upgrade обозначает улучшать, повышать уровень; suite / апартаменты с отдельной спальней

- I just can’t take / Я просто не переношу; в данном случае глагол take имеет значение воспринимать, принимать, понимать, например:

1. I can’t take cigarette smoke. / Я не переношу дым от сигарет.

2. Diane can take a good joke. / Диана понимает хорошие шутки.

- They didn’t speak good English, though. / Хотя они не очень хорошо говорили по-английски; обратите внимание, что though в английском языке ставится обычно в конец предложения.

- a two-dollar tip / чаевые размером в два доллара; здесь two-dollar является именем прилагательным (двухдолларовые чаевые

**Dialogue №16**

— What kind of hotels do you prefer when you travel?

— I’d rather get a cheaper hotel and save money for restaurants and shopping. Anyway I usually read a lot of reviews before I make a booking. How about you?

— Well, it makes sense. However, a certain level of cleanliness is very important for me. I’ve seen cockroaches and bedbugs in cheap hotels. Stains and cigarette burns are disgusting. From my experience, the higher end a hotel is, the cleaner it is.

— I have a friend who was bitten by bedbugs at a Five Seasons. High end hotels usually charge too much for their service and the internet. I personally never use amenities that a luxury hotel offers such as room service and spa unless I’m at a resort. I think the priority when selecting a hotel should be safety, location and cleanliness.

COMMENT

- I’d rather do something = I would rather do something; данная грамматическая конструкция переводится: Я лучше сделаю что-то.

- save money / экономить деньги, копить

- make a booking / забронировать, оформить бронь; так можно сказать не только про отель, а про любую ситуацию, когда вы что-то бронируете — экскурсии, билеты, столик в ресторане и проч.

- It makes sense. / Дословно: Это имеет смысл; так говорят, когда имеют в виду, что понимают точку зрения собеседника. В разговорном английском часто можно услышать сокращенный вариант: Makes sense.

- The higher end a hotel is, the cleaner it is; грамматическая конструкция, переводится на русский язык чем..., тем...

- amenities / удобства, сервис

- unless / если только не; этот предлог имеет отрицательное значение, поэтому глагол, который стоит после unless, используется в утвердительной форме.

**Dialogue №17**

- Good morning, sir. May I help you?

- I'd like to check out now. My name is Mr. Green and I was in room 420.

- Just a moment, please, sir. Did you make any phone calls from your room?

- Yes.

- How many did you make?

- I don't know exactly.

- Just a moment, I'll have to check with the operator.

**Диалог №18**

**Off we go!**

**At the Travel Agency.**

Agent. Can I help you, ma'am?

Diana Abbot. I'd like to reserve one way tickets for a group of students to London.

A. No problem, ma'am. When are you planning to leave?

D. Tomorrow. Tell me, please, what the flying time will be?

A. This is a direct flight. So it's 3 and a quarter hour.

D. Then we'd rather leave in the afternoon.

A. I can suggest you take a British Airways flight departing from Moscow Sheremetyevo-II airport.

D. Fine. That's what we need.

A. Are you going to travel first class or economy?

D. We want to book 21 seats in economy class.

A. Let's see. Sorry, there are only 18 seats left in economy class, but I can book the remaining tickets in first class while putting you on the wait-list in economy.

**3.Бронирование, резервирование отеля, гостиницы.**

**Dialogue№1**

**Booking a room at the Hotel**

- Jane: Good morning! Is that the Savoy Hotel?

- Receptionist: Yes, that`s right. What can I do for you?

- Jane: I would like to book a double room with air conditioner, bath and phone.

- Receptionist: For how long you require this accommodation?

- Jane: I need accommodation for four nights.

- Receptionist: When will you arrive here?

- Jane: I will arrive a day after tomorrow in the early morning. I think I`ll be at the hotel at about six a.m.

- Receptionist: All right. And what floor would you like to book a room on?

- Jane: I always prefer the first floor.

- Receptionist: All right. I book a room in the first floor for you.

- Jane: Thank you very much. And what is the charge?

- Receptionist: It is ninety pounds a night.

Jane: Fine, thank you.

**Dialogue№2**

**Booking a Room in a Hotel**

**–** Good afternoon. Queen’s Hotel.

– Hi. This is Joanna Stewart from Madrid calling. I would like to arrange accommodation for our company’s visiting professors. And I am going to learn a bit about the facilities that your hotel offers.

– I see, Miss Stewart. Well, Queen’s Hotel is a 4-star hotel and we are located 10 minutes from the center of London.

**–**Does this mean that the hotel is too crowded and noisy?

**–**Not quite because the guests’ rooms are on the quiet side of the building.

– That’s fine. And is there a restaurant in the hotel? Do you serve any food there?

– Sure. There is a small restaurant here which caters our residents. We also have a bar and a snack-bar.

– I see. And do you have a swimming pool or a sauna?

– Yes, the sauna is rather popular with our guests. Unfortunately, there isn’t a swimming pool here.

**–**Well, thank you for the information. Can I make a booking for 2 people then, for the 10th of June, please?

– Ok. How long are they going to stay?

– I hope, for 3 nights. But they may stay a bit longer.

– Would you like a double or a twin room? With a bath or a shower cabin?

– A twin room with a bath and an air-conditioner will be fine. And how much is the room? Is breakfast included?

– Our hotel offers half board or bed and breakfast. Which variant do you prefer?

– Bed and breakfast will do. And I hope there is a TV set, a fridge, a kettle and a hair-drier in the room.

– Oh, it goes without saying. So the room number 355 is available on the third floor. You can see the room on our web-site and in case you decide to change it, please, let us know as soon as possible. So price of the room is 150 dollars per night. The price is inclusive.

– OK. We’ll take it. Can we pay by a credit card?

– Certainly. May I have the names of the visiting persons, please?

– That’s Mr. Manuel Alonso and Mr. Antonio Solana.

– OK. Our check-in time is at 1 p. m. and our guests should come to the reception desk to fill in the forms and get the keys. Thank you for choosing the Queen’s Hotel. Good bye.

**Dialogue№3**

**Checking in a hotel**

– Welcome to the Sunny Hotel. How can I help you?

– Good morning! We’d like to check in. Our names are Sam and Rita Gordon. We have a reservation for a double room at your hotel.

– OK. Let me check the record of your booking. Yes. We have a double room for you reserved for 2 nights. Is that right?

– Yes. A room with a balcony facing the Central Square.

– Absolutely right. Could I see your passports, please?

– There you are.

– OK. You need to fill in these registration forms and put your signatures here, at the bottom of the guest cards.

– Sure thing. Here you are. Shall we pay now or at checkout?

– Don’t worry. You have already paid a deposit on the first night. The rest must be paid at checkout.

– Fine. By the way, what is the checkout time?

– 11.30 a. m. If you need any assistance, please, feel free to call the front desk or you can find a concierge on your floor.

– Thank you. What time is the restaurant open for lunch?

– It will be open in half an hour.

– I see. Is it possible to have lunch in our room today, please? We are too tired after the flight.

– Certainly. Our room service is available 24 hours. Your food will be delivered in about an hour then.

– Thank you very much. And what time do you serve breakfast here?

– We serve breakfast from 7.30 till 9.30 a. m. Do you need a wake-up call tomorrow?

– Yes, please. At 7 in the morning would be fine.

– OK. No problem. So, here is your room key. Your room is on the third floor.

– Where are the lifts?

– They are over there, on your left. When you get off the lift, turn right. Your room is at the end of the corridor.

– Sorry. The last question. Does the hotel have a wireless internet connection?

– Yes, sure. The wi-fi is free here. Here is your password. Do you need anything else? Would you like the bellboy to help with your luggage?

– The thing is that my wife’s luggage was lost at the airport. So it must be delivered to your hotel.

– I’m sorry to hear that. And of course we’ll let you know about the delivery as soon as possible.

– Thanks again.

– Enjoy your stay at our hotel!

**Dialogue№4**

**Hotel Check-In**

Receptionist: Good morning, ma’am. Do you have a reservation with us?

Irina Leskova: Good morning. Yes, my husband booked a single room for me last night.

Receptionist: How long are you going to stay?

Irina Leskova: For four days.

Receptionist: Let’s see. What’s your surname, ma’am?

Irina Leskova: Leskova. I’m Irina Leskova from Pskov.

Receptionist: Here it is. Yes, we have a single room ready for you.

Irina Leskova: Great. In fact, I should say I might stay a little longer than four days. In that case I’ll inform you in advance, all right?

Receptionist: Sure, ma’am. Just make sure you tell us about your decision at least a day before.

Irina Leskova: All right, I will. Tell me, please the price of the room.

Receptionist: It’s 75 pounds per night, refreshments included.

Irina Leskova: Should I fill in the form?

Receptionist: Yes, ma’am. Here it is. you should include your home address, phone and ID numbers.

Irina Leskova: Ready.

Receptionist: Sign here, please. And here is your key, ma’am. It’s room number 5 on the first floor.

Irina Leskova: Is it on the right or left after the corridor?

Receptionist: It’s the second on the right. Our porter will help you with your luggage.

Irina Leskova: Are there any conveniences in the room?

Receptionist: Surely, there are. You’ll have a TV, a hair dryer, an air-conditioner and even an electric kettle.

Irina Leskova: What about room service?

Receptionist: It functions till 10 pm, so during the day you can order anything you see on the menu list. Besides we have a cosy restaurant on the terrace of the second floor.

Irina Leskova: Thank you for information. I’ll let you know if I decide to stay longer.

Receptionist: Yes, ma’am. And if you have any questions, call the reception anytime.

Irina Leskova: How can I call from the room?

Receptionist: To call the reception you just need to dial zero and it automatically connects you with us.

Irina Leskova: How about other calls?

Receptionist: If you want to call your friends or relatives from the room, you should dial number seven at first and then their full number.

Irina Leskova: I see. Thank you very much.

Receptionist: Not at all, ma’am. Enjoy your stay at our hotel.

**Dialogue№5**

**Making Changes to a Hotel Reservation**

**Reservation agent:** Hello, Milton Hotel Reservations. How may I assist you?

**Sally:** Hi, I’m calling to make some changes to an Existing reservation.

**Reservation agent:** Certainly. Do you have the Reservation number?

**Sally:** Sure, it’s 234678.

**Reservation agent:** That’s a reservation for Sally Menkel. Is that right?

**Sally:** Yes, that’s right. I’d like to change the Check-in date from September 15th to September 16th.

**Reservation agent:** Certainly. I can make that change for you. Is that the only change?

**Sally:** No, the Check-out date will also change, from the 23rd to the 24th.

**Reservation agent:** No problem. We have you arriving on the 16th of September and departing the 24th of September. Will there be anything else?

**Sally:** Yes, there will be two people in my Party, not just one.

**Reservation agent:** I’ve made that change. Anything else I can help you with?

**Sally:** Yes, instead of a Courtyard room, I’d like a room with a View, preferably on an Upper floor.

**Reservation agent:** I can certainly change that for you, although there will be a change in the Room rate. The new rate is $189 per night.

**Sally:** On Second thought, I’d prefer a Suite that Overlooks the Pool. Is that possible?

**Reservation agent:** Certainly. The new rate is $249 per night.

**Sally:** Oh, that’s really expensive. I think I’d better to stick to my original room.

**Reservation agent:** All right. I’ve changed your reservation back to a courtyard room. Anything else?

**Sally:** Maybe I should shorten my stay. If I do that, I could afford a suite. Yes, let’s change the dates and the rooms again.

**Reservation agent:** Let me make a suggestion. Let’s Cancel his reservation and make a whole new one. That way, we can make sure everything is correct.

**Sally:** Oh, that’s not too much trouble for you, is it? I’d hate to be a Bother.

**Reservation agent:** No, no trouble at all.

**Dialogue№6**

**Hotel Reservations**

I just finished a huge project at work and I needed some Down time. I decided to take a short vacation. I liked the idea of a long weekend out of town. My friend Sara offered to let me Crash at her place in San Francisco, but I decided to stay at a hotel instead. Sara has a couple of roommates and I thought it might be too crowded. I called the Toll-free Reservation number for a Major hotel chain. The reservation Agent was very helpful, after I got through the long Phone tree.

**Agent:** Dutton Hotels. How may I help you today?

**Jeff:** I wanted to check rates and availability for your San Francisco location.

**Agent:** Certainly, I can help you with that. Will that be the Downtown or Waterfront location?

**Jeff:** The waterfront location.

**Agent:** What date do you plan to Check in?

**Jeff:** I’d like to check in on October 12th and Check out the 15th.

**Agent:** Okay, let me see what we have. For how many?

**Jeff:** One. And, if possible, I’m looking for a Non-smoking room.

**Agent:** Sure, we have a non-smoking Queen with an Ocean view for $189 or a Standard room with a Courtyard view for $139 a night.

**Jeff:** I’d like to book the standard room.

**Agent:** Okay, your last name?

Jeff: Rama.

**Agent:** And, your first name?

**Jeff:** It’s Jeff.

**Agent:** Okay, I have you booked in a standard non-smoking queen, checking in on October 12th and departing the 15th. What Major credit card would you like to use to Guarantee the reservation?

**Jeff:** A Visa.

**Agent:** The number and expiration?

**Jeff:** It’s 7388-2424-3535-1818 and the expiration is 05/08.

**Agent:** Your Confirmation number is PD672. Is there anything else I help you with?

**Jeff:** No, that’s all. Thanks.

**Agent:** Have a nice day and thank you for calling Dutton Hotels.

**Dialogue№6**

Receptionist: Good morning. Welcome to The Best Hotel.

Client: Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?

R: Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?

C: The 24th.

R: How long will you be staying?

C: I'll be staying for two nights.

R: How many people is the reservation for?

C: There will be two of us.

R: And would you like a room with twin beds or a double bed?

C: A double bed, please.

R: Great. And would you prefer to have a room with a view of the ocean?

C: If that type of room is available, I would love to have an ocean view. What's the rate for the room?

R: Your room is five hundred and ninety dollars per night. Now, what name will the reservation be listed under?

C: Douglas Quaid.

R: Could you spell your last name for me, please?

C: Sure. Q-U-A-I-D.

R: And is there a phone number where you can be contacted?

C: Yes, my cell phone number is 555-26386.

R: Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?

C: Visa. The number is 987654321.

R: And what is the name of the cardholder?

C: Douglas Q. Quaid.

R: Alright, Mr. Quaid, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.

C: Great, thank you so much.

R: My pleasure. We'll see you in September, Mr. Quaid. Have a nice day.

**Dialogue№7**

**Hotel reservations**

- Hello. Do you speak English?

- Of course. Can I help you?

- Yes. I'm looking for a double room for the next three nights. Have you got one available.

- Just a moment. I'll see.

- And that's with a bathroom, is it?

- All our rooms have private bathrooms, madam.

- And how much is it per night?

- 230 francs per night, madam.

- O.K. The charge is quite acceptable.

- Then fill in the form, please.

**Dialogue№8**

**Hotel Reservations**

**Hotel Clerk:** Hello. Sunnyside Inn. May I help you?

**Man:** Yes, I’d like to reserve a room for two on the 21st of March.

**Hotel Clerk:** Okay. Let me check our computer here for a moment. The 21st of May, right?

**Man:** No. March, not May.

**Hotel Clerk:** Oh, sorry. Let me see here. Hmmm.

**Man:** Are you all booked that night?

**Hotel Clerk:** Well, we have one suite available, complete with a kitchenette and a sauna bath. And the view of the city is great, too

**Man:** How much is that?

**Hotel Clerk:** It’s only $200 dollars, plus a 10% room tax.

**Man:** Oh, that’s a little too expensive for me. Do you have a cheaper room available either on the 20th or the 22nd?

**Hotel Clerk:** Well, would you like a smoking or a non-smoking room?

**Man:** Non-smoking, please.

**Hotel Clerk:** Okay, we do have a few rooms available on the 20th; we’re full on the 22nd, unless you want a smoking room.

**Man:** Well, how much is the non-smoking room on the 20th?

**Hotel Clerk:** $80 dollars, plus the 10% room tax

**Man:** Okay, that’ll be fine.

**Hotel Clerk:** All right. Could I have your name, please?

**Man:** Yes. Bob Maexner.

**Hotel Clerk:** How do you spell your last name, Mr. Maexner?

**Man:** M-A-E-X-N-E-R.

**Hotel Clerk:** Okay, Mr. Maexner, we look forward to seeing you on March 20th.

**Man:** Okay. Goodbye.

**Dialogue№9**

**Hotel Reservations**

**Receptionist:** Good morning. Welcome to The Grand Woodward Hotel.  
**Client:** Hi, good morning. I'd like to make a reservation for the third weekend in September. Do you have any vacancies?  
**R:** Yes sir, we have several rooms available for that particular weekend. And what is the exact date of your arrival?  
**C:** The 24th.  
**R:** How long will you be staying?  
**C:** I'll be staying for two nights.  
**R:** How many people is the reservation for?  
**C:** There will be two of us.  
**R:** And would you like a room with twin beds or a double bed?  
**C:** A double bed, please.  
**R:** Great. And would you prefer to have a room with a view of the ocean?  
**C:** If that type of room is available, I would love to have an ocean view. What's the rate for the room?  
**R:** Your room is five hundred and ninety dollars per night. Now what name will the reservation be listed under?  
**C:** Charles Hannighan.  
**R:** Could you spell your last name for me, please?  
**C:** Sure. H-A-N-N-I-G-H-A-N  
**R:** And is there a phone number where you can be contacted?  
**C:**Yes, my cell phone number is 555-26386.  
**R:** Great. Now I'll need your credit card information to reserve the room for you. What type of card is it?  
**C:** Visa. The number is 987654321.  
**R:** And what is the name of the cardholder?  
**C:** Charles H. Hannighan.  
**R:** Alright, Mr. Hannighan, your reservation has been made for the twenty-fourth of September for a room with a double bed and view of the ocean. Check-in is at 2 o'clock. If you have any other questions, please do not hesitate to call us.  
**C:** Great, thank you so much.  
**R:** My pleasure. We'll see you in September, Mr. Hannighan. Have a nice day.

**Dialogue№9**

**Hotel Reservations**

RECEPTIONIST: Hello, Waterside Hotel.

CLIENT: Hello. I'd like to make reservations for 3 nights beginning March 6.

RECEPTIONIST: Yes, of course. What kind of room would you like?

CLIENT: I'd like a double room. How much would that be?

RECEPTIONIST: A double room is $42.00 a night.

CLIENT: O.K. I'll take it.

RECEPTIONIST: What is the name, please?

CLIENT: The name is Scott, Nil and Susan.

RECEPTIONIST: And what time are you arriving?

CLIENT: We're planning to arrive around 8:00 in the evening.

RECEPTIONIST: Very well. We'll have your room ready for you.

CLIENT: OK. Thank you.

RECEPTIONIST: Thank you for calling Waterside Hotel.

**Dialogue№10**

**Hotel Reservations**

Client: Hi there, I want to reserve a hotel room.

Receptionist: No problem at all. Could I have your full name, please?

Client: Sure, John Muller.

Receptionist: Hi, Mr. Muller. I'm Michelle, at your service. When do you need the room?

Client: My plans are to be there June 14th to the 17th.

Receptionist: We have new room rates, sir. Will that be acceptable to you?

Client: It depends on the price, of course. What is it?

Receptionist: It's $308 a night.

Client: I have no problem with that.

Receptionist: Great! Would you prefer smoking or nonsmoking?

Client: Definitely nonsmoking. I can't handle that smell.

Receptionist: Nonsmoking. Now, is a queen-size bed okay?

Client: No problem.

Receptionist: Great, Mr. Muller. Your reservation is confirmed. Now all I need is your phone number.

Client: Of course! It's 626-555-1739.

Receptionist: Thank you so much, Mr. Muller. We look forward to seeing you!

**Dialogue№11**

**Hotel Reservations**

- Good morning. My name is Tom Sanders. I have a reservation for a single room for three nights.

-Alright, Mr. Sanders. Let me pull up your reservation.

-I can’t seem to find a record of your booking.

-Did you book the room directly through us, or did you use the hotel reservation service or a travel agent?

-I booked it directly through you.

-I’ve already also paid a deposit on the first night.

-I have a reservation number if that helps.

-Yes. Sure. Can I see that, please?

-Thank you.

-Oh, I see.

-Maybe there was a glitch with the booking system.

-Well, we don’t have any more single rooms available, with the exception of one adjoined room.

-But, you would then be right next door to a family with children, which might get noisy.

-But that’s not a problem. I can upgrade you to one of our business suites.

They all come with Jacuzzis.

-Oh! That sounds nice. But how much more is that going to cost?

-That would of course be at no extra charge to you.

-Oh, thank you.

-My pleasure.

-What about the wireless internet?

-Oh. It’s really easy.

-This is your access code and instructions on how to use it.

-If you have any problems, feel free to call the front desk.

-And this is a list of all the hotel amenities, like the gym and indoor pool.

-Ah. Thank you very much.

-You’re welcome.

Has the valet already taken your car or will you be needing a parking pass.

(Valet – паж – служащий гостиницы, в обязанности которого ранее входило оказание личных услуг постояльцу, в частности уход за его одеждой, ныне чаще всего он отгоняет автомобиль постояльца или посетителя на стоянку и подает его к подъезду. Объявление “Автомобиль отгоняется на стоянку служащим” [« Valet Parking»] при въезде на гостиничную или отдельную платную стоянку означает, что владельцу машины не разрешается самому управлять ею на территории стоянки).

-Oh, I don’t have a car. I took a taxi from the airport.

-Alright. Could I have some form of ID please?

-And could you just fill out this registration form?

-Sure. Here’s is my driver’s license.

-Thank you. Oh, you’re from San Francisco.

-Yes, I am. All the way from the west coast!

-I hope you had a good trip.

-Yes, I did, thank you. The flight was long but it was smooth and I slept almost the whole way.

-And is this your first time in the Big Apple?

-Yes, it is. I have a business conference to attend, but I’m looking forward to getting some sightseeing done as well.

-Well, I’d more than happy to give you some sightseeing tips if you need any. -Thank you.

-Alright. I’ve got you all checked in to your room.

-This is your room key. You’re in room 653.

-Just take the elevator on the right up to the 6th floor.

(Elevator – название лифта в Америке).

-When you get off the elevator, turn right. Your room is at the end of the corridor on the left-hand side …

-Just leave your suitcase here and bellboy will bring it up.

-Great. Thank you very much.

-If you need anything please feel free to dial front desk.

-Enjoy your stay.

-Thank you.

-You’re welcome.

**Dialogue№12**

**Booking a room in a hotel**

**-**Good afternoon. Queen’s Hotel.

Hi. This is Joanna Stewart from Madrid calling. I would like to arrange accommodation for our company’s visiting professors. And I am going to learn a bit about the facilities that your hotel offers.

I see, Miss Stewart. Well, Queen’s Hotel is a 4-star hotel and we are located 10 minutes from the centre of London.

**-**Does this mean that the hotel is too crowded and noisy?

**-**Not quite because the guests’ rooms are on the quiet side of the building.

That’s fine. And is there a restaurant in the hotel? Do you serve any food there?

Sure. There is a small restaurant here which caters our residents. We also have a bar and a snack-bar.

I see. And do you have a swimming pool or a sauna?

Yes, the sauna is rather popular with our guests. Unfortunately there isn’t a swimming pool here.

**-**Well, thank you for the information. Can I make a booking for 2 people then, for the 10 th of June, please?

Ok. How long are they going to stay?

I hope, for 3 nights. But they may stay a bit longer.

Would you like a double or a twin room? With a bath or a shower cabin?

A twin room with a bath and an air-conditioner will be fine. And how much is the room? Is breakfast included?

Our hotel offers half board or bed and breakfast. Which variant do you prefer?

Bed and breakfast will do. And I hope there is a TV set, a fridge, a kettle and a hair-drier in the room.

Oh, it goes without saying. So the room number 355 is available on the third floor. You can see the room on our web-site and in case you decide to change it, please, let us know as soon as possible. So price of the room is 150 dollars per night. The price is inclusive.

OK. We’ll take it. Can we pay by a credit card?

Certainly. May I have the names of the visiting persons, please?

That’s Mr. Manuel Alonso and Mr. Antonio Solana.

OK. Our check-in time is at 1 p.m. and our guests should come to the reception desk to fill in the forms and get the keys. Thank you for choosing the Queen’s Hotel. Good bye.

**Dialogue№13**

**«В гостинице. Бронирование номера»**

Администратор: Здравствуйте, гостиница «Континенталь».  
Клиент: Здравствуйте. Я бы хотел забронировать номер на 4 дня с 26 марта.  
Администратор: Конечно. Какой номер Вы бы хотели?  
Клиент: Мне нужен одноместный номер эконом-класса. Есть ли свободные комнаты на эти даты?  
Администратор: Да, есть несколько свободных номеров.  
Клиент: Сколько будет стоить такой номер на 4 суток?  
Администратор: Стоимость одноместного номера экономического класса - 2000 рублей за ночь. То есть - 8000 рублей.  
Клиент: Отлично. Меня это устраивает.  
Администратор: На какое имя надо забронировать номер?  
Клиент: На Александра Иванова, пожалуйста.  
Администратор: В какое время Вы планируете приехать в гостиницу?  
Клиент: Я планирую прибыть около 7 вечера.  
Администратор: Отлично. Ваш номер будет готов к этому времени.  
Клиент: Я хочу приехать на машине. Входит ли парковка в стоимость номера?  
Администратор: Да, в стоимость входит одно парковочное место на охраняемой подземной парковке.  
Клиент: Я бы хотел получить номер, в котором окна не будут выходить на проезжую часть. Хочу, чтобы в комнате было тихо. Это возможно?  
Администратор: Да, мы учтем Ваше пожелание.  
Клиент: Прекрасно. Большое спасибо.  
Администратор: Спасибо, что позвонили в гостиницу «Континенталь». До свидания.  
Клиент: До свидания.

**Dialogue№14**

**«Бронирование номера»**

Администратор: Здравствуйте. Отель «Айсберг». Меня зовут Анна. Чем я могу Вам помочь?  
Клиент: Здравствуйте, Анна. Я бы хотел забронировать номер.  
Администратор: Отлично. Ваше полное имя, пожалуйста.  
Клиент: Меня зовут Петр Иванов.  
Администратор: Какая вам нужна комната?  
Клиент: Мне нужен двухместный номер, я планирую остановиться у вас вместе с моей женой Александрой Ивановой.  
Администратор: Прекрасно. Значит, двухместный номер. Когда Вы планируете приехать и сколько пробыть?  
Клиент: Мы хотели бы заехать во вторник, 6 января. Всего мы планируем пробыть у вас 3 дня.  
Администратор: На эти даты свободен только номер-апартаменты. Он состоит из двух комнат и небольшой кухни.  
Клиент: А какая цена такого номера?  
Администратор: Цена будет 5000 рублей за ночь. Вас это устраивает?  
Клиент: А входит ли в стоимость завтрак?  
Администратор: Да. Вы сможете заказать завтрак в номер или спуститься в наш ресторан.  
Клиент: Отлично. Тогда я готов забронировать такой номер.  
Администратор: Прекрасно, господин Иванов, Ваш номер забронирован. Теперь мне нужен ещё Ваш номер телефона.  
Клиент: Мой номер 7345….  
Администратор: Спасибо, господин Иванов. С нетерпением ждем Вас в отеле «Айсберг»!

**4.Диалоги Регистрация в отеле, заселение в отель**

**Dialogue №1**

**Checking into a Hotel**

I flew into Atlanta the afternoon before a big meeting. I hailed a taxi at the airport and told the driver the name of the hotel. I asked him how long it would take to get there. He said it would only be 20 minutes. I sat back and relaxed.

We got to the hotel and the Doorman helped me take my Luggage to the Check-in desk. I said to the Front-desk employee,

**Rob:** Hi, I’m checking in. The last name is Rama.

**Clerk:** Yes, here is your Reservation. You have a Standard room reserved for two nights. Is that right?

**Rob:** Actually, no. It should be a Suite. I had booked a non-smoking king.

**Clerk:** Oh, my mistake. The reservation is for a suite and it is a non-smoking room with a king bed. I’m sorry for the error.

**Rob:** That’s okay. I’m here a little early. Is it possible to check in right now?

**Clerk:** Sure, that’s no problem. May I have your credit card? We need a credit card On file for your Room charges and Incidentals.

**Rob:** Here it is.

**Clerk:** Okay, now if you could please verify the Room rate here, Initial next to the X, and sign right here. How many Keys will you need?

**Rob:** Oh, just one.

**Clerk:** Okay, you’re all set. You’re in room 1201. Take the elevators to the 12th floor and it will be on your left. Do you need any help with your bags?

**Rob:** No, I’m fine. Thanks.

**Clerk:** Enjoy your stay.

**Dialogue №2**

**Front Desk**

–Good morning! Welcome to our hotel! How can I help you?

–Good morning! I would like to check in.

–Do you have a reservation?

–Yes, of course.

–Your name, please?

–Mary Brown.

–Alright, let me have a look. Single room, 5 nights. Is that correct?

–Yes. How much is it?

–$150 per night. Please, fill in the registration card. Write your name and the telephone number.

–Okay, I’m done.

–Please, put your signature here. Will you pay in cash or by credit card?

—In cash. Here you are. What time is check-out?

–At twelve. If you decide to stay longer, let us know in advance.

–Ok, thank you.

**Dialogue №3**

**Room service (cleaning) in the room.**

–Hello, how are you?

–Good afternoon, sir!

–Could you, please, tell me where the restaurant is?

–You should go to the second floor, turn right and you will see a big hall. This will be the restaurant.

–Thank you!

–Can I help you somehow else?

–Actually, yes. Can I order the room service to my room?

–Sure. We offer room service every day from 11 till 9. Would you like to order it for today?

–Yes, please.

–What time is comfortable for you?

–Around 6, please.

–Tell me your room number.

— 64.

– Okay, room service for room №64, today at 6 p.m.

– Thank you.

**Dialogue №4**

**Сheck in to the hotel**

– Good morning! My last name is Burrous. I made a reservation three weeks ago for 4 nights in your hotel.

– Hello, madam. Let me check. Did you book single room or double room?

– Double room. We are going to stay here with my husband.

– Alright, I can see your reservation. Please, take and fill in this form.

– Here you are.

– Thank you, madam. Now the porter will show you the room. If you need anything, call the reception any time.

– Thank you, sir! Have a nice day!

– Front desk.

– Hello! There is no hot water in my room. Can something be done with that? —– Of course, let me send someone to have a look. What is your room number?

- Room №132.

– Okay, I’ll have a man right there in 5 minutes.

– Thank you very much.

– Have a nice day, sir. If there is anything else, do not hesitate to contact me. —

**Dialogue №5**

**Сheck in to the hotel**

– Good evening! Welcome to our hotel! Is there anything I could do for you?

—–Hello! I would like to stay in your hotel. Are there any rooms available?

– Just a second, let me check. Alright, we have single rooms and double rooms. Are you staying with us alone?

– Yes. How much is it?

– How many nights are you planning to stay?

– Three nights.

– So, single room for three nights will be $210.

– That’s fine. Can I pay by card?

– Of course. Wait a second. Press your card here please. Type your pin.

– Here you go.

— Вот.

– Welcome to our hotel. The porter will help you with luggage and show you the room. I’ll give him the key. You can contact front desk 24/7 if you need anything.

– Thank you.

**Dialogue №6**

**Ordering room service.**

– Front desk. How can I help you?

– I would like to order something from the menu.

– Yes, I am listening.

– Can I have Greek salad and fried chicken with potatoes?

– Of course. Would you like something to drink?

– Do you have orange juice?

– Yes, sure. I will send everything to you as soon as possible. What is your name and room number?

– Jameson, room 4550. Should I pay right away or while checking-out?

– You can pay at check-out.

– Thank you. Bye.

**Dialogue №7**

**Checking-In**

— Hello! I’d like to check in, please.

— Hello, sir! May I have your passport, please?

— Here you are. I’d like to get a room with a sea-view.

— You booked a room with a city-view, but you can get a room with a sea-view for an additional 30 dollars per day.

— OK. Not a problem.   
— Your room number is 504, on the fifth floor. Take the elevator to the fifth floor. Your room is down the hallway to the left.

— Great! Thanks.

— Also, sir, you need to leave a deposit of 300 dollars for the mini-bar, telephone calls and other hotel services.

— Not a problem. Can I pay cash?

— Sure! You can pay cash or we can charge it on your credit card. /

— I’ll pay cash. Here you are.

**Dialogue №8**

— Is there Wi-Fi in my room?

— Sure! The rate is 10 dollars per hour.

— OK. Can I get the password?

— You just need to click on our network and go online. You will get the bill when you check out from the hotel.

— OK. Great! Thanks.

**Dialogue №9**

**Speakers: Mr. Collins and the receptionist**

- Good evening. My name is Collins. I booked a room last week for myself.

- Yes, sir. What did you say the name was, sir?

- Collins, C, o, double l, i, n, s.

- Yes, here we are. We got your letter. Room 7, please. If you sign the register, I’ll ask the porter to show you the room and help you with your luggage.

- Thank you, where do I sign?

- Just here, sir - full name, home address, date and signature.

- Right, there we are.

- Thank you, sir. I hope you’ll find the room comfortable.

**Dialogue №10**

**The Kent family is on a motor tour and has just arrived at a hotel.**

Mr Kent: Good evening. My name is Kent. I booked a room last week for my family and myself.

Receptionist: Yes, sir. What did you say the name was, sir?

Mr Kent: Kent. I asked for two double rooms – one for my wife and myself and one for the two children.

Receptionist: Ah yes – here we are, sir. Yes – we got your letter. Rooms 11 and 12. If you’ll sign the register, I’ll ask the porter to show you the rooms and help you with your luggage.

Mr Kent: Thank you. Where do I sign?

Receptionist: Just here, sir – full name, home address, date and signature.

Mr Kent: Right – there we are.

Receptionist: Thank you, sir. I think you’ll find the rooms comfortable. One of them has a bathroom. The other hasn’t I’m afraid, but there’s a bathroom very near – just along the corridor. There’s a radio in each room and of course if you want Room Service just use the telephone.

Mr Kent: Yes – now what about meal times? We’d like dinner of course – and breakfast in the morning before we leave.

Receptionist: Dinner is from 6.30 until 9.30. We start serving breakfast at 7.30 in the morning and you can have morning tea in your room if you wish - from 6.30 onwards. ... You’ll find the dining-room just over there.

Mr Kent: Thank you very much.

**Dialogue №11**

**Two people are at the reception desk of a hotel.**

Clerk: Hi! Can I help you?

Martin: Yes, we had a reservation for this weekend.

C.:All right, what was the name, sir?

M.: Baum, Martin Baum.

C.: Baum . . . Baum . . . oh, yes, here it is. A double for two nights?

M.: Yes, that’s right. But we were wondering . . . would you happen to have a suite available this weekend, something with a living area and a kitchenette?

C.: Well, the only one that’s available this weekend is the executive suite, and that’ll run you $140 a night.

M.: I see. That’s pretty high . . .

C.: You know, sir, this double is more than twenty feet square, and it has a refrigerator.

M.: Oh, really? That sounds fine, then. What do you say, Sally?

Sally: Sounds good to me, too.

C.: Good, the double then. Do you have a credit card, sir?

M.: No, I’ll be paying cash

C.: Then I’ll have to ask you to pay in advance. Fifty-five a night, plus $8 tax comes to $126. And would you fill out this registration form, please? Here’s a pen. Just your name, address, and the make and license number of your car.

M.: OK, here you are. And travelers checks for $130.

C.: Fine, Mr. Baum. Here’s $4 change. Check-out time is 12:00 noon. The bellman will take you up ... Harvey! Room 615 ... If you need anything, just let me know.

M.: Thank you. Good night.

**Dialogue №12**

**Front desk.**

Martin: Hello. This is Martin Baum. The bathroom light in my room doesn’t work. Could you have somebody come up and take a look at it, please?

C.: Oh, of course, Mr. Baum. What room number was that, please?

M.: Room 615.

C.: Okay, I’ll have a man up there in a minute.

M.: Fine. And another thing -I don’t seem to have a room service menu. Is there one?

C.: Yes, there is. We have 24-hour room service. I’m sorry about that. I’ll have a room service waiter bring you a menu up right away.

M.: Thanks.

C.: If you need anything else, just let me know.

M.: I will. Good night.

C.: Good night.

**Dialogue №13**

- Good afternoon. May I help you?

- Yes. We have a booking for tonight. The name is Brown.

- Just a moment, please. Yes, that was a double room with bath.

- Yes, that's right.

- Would you like to register, please? Then fill in the form. How are you going to pay, sir? In cash or by credit card?

- In cash.

- May I see your passport, please?

- Here you are.

- Thank you, sir. Here's your key card and your key. Your room number is 306.

- Thank you.

**Dialogue №14**

**Checking-In**

В.: Good morning. I’d like to check in.

Reception Clerk.: Do you have a reservation with us?

В.: Yes, I do. I made a reservation by phone last night.

R.C.: Your name, please?

В.: Brian Mitchell from San Francisco.

R.C.: Would you spell your name, please?

B.: M as in «Marry», I as in «Isaac», T as in «Tommy», С as in «Charley», H as in «Harry», E as in «Edward», double L as in «Lucy».

R.C.: Okay. Let me see. You have a reservation for single room. Is that correct?

В.: Perfectly correct.

R.C.: Have you already decided how many nights to stay?

В.: At least until Wednesday. But I may stay longer than that. When should I inform you about it?

R.C.: Let us know about your decision Tuesday night. You can give us a ring until 11 pm.

В.: All right. What’s the price of the room?

R.C.: 75 dollars per night. Please, fill out the registration card. Print your name and home address.

В.: Should I sign my name?

R.C.: Put your signature right here. Okay, will you pay cash or by credit card?

В.: By credit card. Do you need it right now?

R.C.: You can give me your credit card before checking out.

В.: By the way, what’s the checking out time?

R.C.: One o’clock in the afternoon.

В.: Thank you. I have some additional questions.

R.C.: I’ll be glad to answer them.

В.: What about room service?

R.C.: Room service is available from 6 am to 10 pm. You can dial your order from the telephone in your room.

В.: Where is your restaurant?

R.C.: The restaurant is on the 25th floor. We also have a coffee shop. It’s right here in the lobby.

В.: Thank you for the information.

R.C.: You are welcome. A bellboy will help you with your luggage. Your room is number 1215. Enjoy your stay.

B.: Thanks.

**Dialogue №15**

**Reception Desk**

Good evening, sir.

Evening. I’d like to check-in, please.

Certainly, sir. Do you have a reservation?

Yes. It’s in a name Martin Andrew White.

That’s right. You booked a room with a view of the harbor?

Can you, please, sign your name in the registration book?

Here is your key-card.

You’re in room number one-zero-zero-four. It’s on the thirty floor.

**Dialogue №16**

— Hello, sorry, is it reception?

— Yes, it’s true. Welcome to Turkey!

— Thank you. Nice to meet you.

— You want to ask me something?

— Yes, I would like to move into my room and find out some information.

— Of course. These are your keys. You have room number 117.

— Thank you. Is there a swimming poоl on the hotel territory?

— Yes, of course. We have access to the local beach. To go in just 5 minutes!

— That’s nice… But what about the sauna?

— You can visit Turkish baths, from 6 to 8 PM.

— Is it free?

— Yes, but if you would like to order additional services, you will have to pay.

— What is extra service?!

— For example, massage.

— Ahhh… , okay. Are there any excursions?

— Yes. For example, tomorrow the bus leaves at 11:00. It will go to Antalya.

— Wow, that’s interesting!

— How much is the ticket?

— About 150 pounds.

— It is expensive, is there any cheaper tours?

— Unfortunately, no.

— And.. last question.

— Yes?

— Can I have your phone number?

— I think, Yes. It`s: 05356035050

— Thank you. Bye!

— Bye!

**Dialogue №18**

— Hello.  
— Good afternoon.  
— Do you have rooms available?  
— Just a minute. Yes, there is a double room with a sea view.  
— How much is?  
— $ 100 per day.  
— Excellent, I would like to book it for 10 days.  
— Then I’ll need your passport, and fill in this form.

**Dialogue №19**

**Check in**

– Good morning! Welcome to our hotel! How can I help you?

– Good morning! I would like to check in.

– Do you have a reservation?

– Yes, of course.

– Your name, please?

– Mary Brown.

– Alright, let me have a look. Single room, 5 nights. Is that correct?

– Yes. How much is it?

– $150 per night. Please, fill in the registration card. Write your name and the telephone number.

– Okay, I’m done.

– Please, put your signature here. Will you pay in cash or by credit card?

– In cash. Here you are. What time is check-out?

– At twelve. If you decide to stay longer, let us know in advance.

– Okay, thank you.

**Dialogue №20**

**Check in**

– Good morning! My last name is Burrous. I made a reservation three weeks ago for 4 nights in your hotel.

– Hello, madam. Let me check. Did you book single room or double room?

– Double room. We are going to stay here with my husband.

– Alright, I can see your reservation. Please, take and fill in this form.

– Here you are.

– Thank you, madam. Now the porter will show you the room. If you need anything, call the reception any time.

– Thank you, sir! Have a nice day!

**Dialogue №21**

**Check in**

– Good evening! Welcome to our hotel! Is there anything I could do for you?

– Hello! I would like to stay in your hotel. Are there any rooms available?

– Just a second, let me check. Alright, we have single rooms and double rooms. Are you staying with us alone?

– Yes. How much is it?

– How many nights are you planning to stay?

– Three nights.

– So, single room for three nights will be $210.

– That’s fine. Can I pay by card?

– Of course. Wait a second. Press your card here please. Type your pin.

– Here you go.

– Welcome to our hotel. The porter will help you with luggage and show you the room. I’ll give him the key. You can contact front desk 24/7 if you need anything.

– Thank you.

**Dialogue №22**

**Check in**

— Hello! I’d like to check in, please.

— Hello, sir! May I have your passport, please?

— Here you are. Can I get a room with a sea-view?

— You booked a room with a city-view, but you can get a room with a sea-view for an additional 30 dollars per day.

— OK. Not a problem.

— Your room number is 504, on the fifth floor. Take the elevator to the fifth floor. Your room is down the hallway to the left.

— Great! Thanks.

— Also, sir, you need to leave a deposit of 200 dollars for the minibar, telephone calls and other hotel services.

— Not a problem. Can I pay cash?

— Sure! You can pay cash, but keep in mind that we will return the deposit in local currency.

КОММЕНТАРИЙ

1. room – номер в отеле; обратите внимание, что в данном значении нельзя использовать слово number.

2. for an additional 30 dollars per day; здесь использован артикль an, так как имеется в виду сумма в 30 долларов.

3. take the elevator – сесть в лифт (поехать на лифте); аналогичные выражения:

take a train – сесть в поезд (поехать на поезде)

take a bus – сесть в автобус (поехать на автобусе)

**Dialogue №23**

— Is there Wi-Fi in my room?

— Sure! The rate is 10 dollars per hour.

— OK. Can I get the password?

— You just need to click on our network and go online. You will get the bill when you check out from the hotel.

— OK. Great! Thanks.

КОММЕНТАРИЙ

1. go online – выйти в Интернет

2. check out (from the hotel) – рассчитываться с отелем во время отъезда. Глагол check out используется в различных ситуациях, когда необходимо рассчитаться за услуги, например, в прокатном агентстве или в магазине; checkout может быть не только глаголом, но и существительным, например:

Our checkout time is noon. – Расчетный час у нас в полдень.

I saw Sue when she was checking out at the store. – Я увидел Сью, когда она оплачивала покупки на кассе в магазине.

— Where can I get a beach towel here?

— You can get a beach towel at the beach towel counter in the swimming pool area.

— Where’s the swimming pool area?

— Take the elevator to the second floor, go outside and you will see a beach towel counter to your left.

— Thanks.

КОММЕНТАРИЙ

1. beach towel counter – стойка с пляжными полотенцами; также counter означает прилавок, например:

ice-cream counter – прилавок с мороженым

flower counter – прилавок с цветами

2. to your left – слева (по левую руку); не путайте с on the left side – с левой стороны

**Dialogue №24**

— Hello! How can I help you?

— Hello! I’m having a problem. The room service did not refill the minibar when they were cleaning my room.

— We are very sorry. I will send room service to refill the minibar for you right now.

— Could you tell them to grab an extra bottle of water, please?

— Still or sparkling?

— Sparkling.

— OK. Anything else?

— I also need two fresh towels.

— Very well, sir. The room service is on their way. Sorry again for the inconvenience.

КОММЕНТАРИЙ

1. В этом диалоге room service соответствует местоимение they, так как под room service может иметься в виду мужчина, женщина или группа лиц.

2. extra bottle of water – дополнительная (запасная) бутылка воды; extra также может быть наречием, например:

I have some extra money. We could go spend it at a bar. – У меня есть кое-какие лишние деньги. Мы можем пойти потратить их в баре.

— Do I have to pay extra? – Мне нужно платить дополнительно?

— No, you don’t pay anything. – Нет, вам ничего не нужно платить.

3. be on one’s way – находиться в пути, идти, ехать

4. fresh towels – чистые полотенца; обратите внимание, что в этом значении не используется слово clean.

**Dialogue №25**

— Hello! I need to go to the Central Mall. Is it far from here?

— No, it’s a ten to fifteen-minute drive in good traffic.

— How much will it cost if I go by taxi?

— 10 dollars roughly. But there’s no need to use a taxi. We have a free shuttle bus that runs from the hotel downtown. The Central Mall is on the way.

— Great! What is the schedule for the shuttle bus?

— You can view the schedule on the front door.

— Can I also get a city map? Thanks.

— Have a nice day!

КОММЕНТАРИЙ

1. a ten to fifteen-minute drive — здесь ten to fifteenminute является прилагательным, поэтому minute используется в единственном числе

2. in good traffic – дословно: в хорошем транспорте, имеется в виду без пробок

3. roughly – приблизительно, примерно

4. shuttle bus – бесплатный автобус, который перевозит клиентов, например, отеля, аэропорта, прокатного агентства и проч.

5. run – ходить, ездить, курсировать; в этом значении нельзя использовать глагол go.

6. downtown – центр города; это слово используется как наречие, поэтому не требует предлога; также может быть прилагательным, например:

• downtown bus – автобус, который идет в центр города

**Dialogue №26**

— Hello! I’d like to rent an umbrella and a beach chair.

— We offer a beach set for 10 dollars and a family set for 15 dollars.

— What is there in the beach set?

— One umbrella, a beach mat, and a bottle of still water.

— OK. Give me one beach set. Here’s 10 dollars. Thanks.

— We have snorkeling equipment, too.

— I have a snorkel and mask. Can I rent flippers from you?

— No, you have to buy them.

— OK. How much?

— 25 dollars, sir.

КОММЕНТАРИЙ

1. set – набор, комплект, гарнитур

2. a beach mat – коврик или покрывало, на котором обычно лежат на пляже

3. I have a snorkel and mask. В этой фразе артикль а относится к обоим существительным, поэтому перед mask артикль уже не требуется.

**Dialogue №27**

— Excuse me! Can I change rooms?

— What seems to be the problem?

— The air-conditioner in my room is not working.

— We’ll give you another room. I will send room service to help you move.

— Excuse me! I have a problem in my room.

— What is it, sir?

— The television in my room is not working.

— I will send maintenance to repair it. Sorry for the inconvenience.

КОММЕНТАРИЙ

1. maintenance – техническая поддержка, технический персонал

— Hello! I have a technical problem in my room. – Здравствуйте! У меня в номере есть техническая проблема.

— What exactly is the problem? – Какая именно проблема?

— The faucet in my bathroom is leaking. – Течет кран в ванной комнате.

— I will send maitenance to repair it. Sorry for the inconvenience. – Я отправлю технический персонал, чтобы его починили. Простите за неудобство.

technical problem – техническая проблема; обычно так говорят, когда что-то ломается.

**Dialogue №28**

— Hello! I’d like to change rooms, please.

— What seems to be the problem?

— The Wi-Fi in my room is not working. (I don’t have internet access in my room.)

— OK. Hold on just one second. I’ll see what I can do for you. Hmm… We can’t give you another room right now. The hotel is fully booked. You will have to wait until tomorrow afternoon, but then we can upgrade you to a one-bedroom suite on the sixth floor for no extra charge.

— That’s great! Thanks. But I need Wi-Fi right now.

— You can use the Wi-Fi in the lobby. It will be free for you. Sorry for the inconvenience.

КОММЕНТАРИЙ

1. Wi-Fi – вай-фай, беспроводной Интернет; обратите внимание, что Wi-Fi не употребляется с неопределенным артиклем а.

2. Hold on just one second. – Подождите секундочку; разговорное выражение, где hold on (фразовый глагол) – ждать; также можно встретить вариант Hold on a sec.

3. extra charge – дополнительная плата; for no extra charge – бесплатно

**Dialogue №29**

— Excuse me! Could you change a 100 dollars for me, please? I need two fifties.

— Not a problem. Here you are.

— Also I was wondering if I can get tickets for a city tour from you?

— Sure. I can offer you a night bus city tour and a boat trip down the river. Both of them are very interesting.

— What does the trip include?

— You take a bus from the hotel and you go sightseeing. You will get a chance to see the most famous city sights.

— What time does the trip begin?

— The guide picks you up at reception at 10 pm. At 1 am you will get back to the hotel. If you want to get off somewhere in the city, just tell the driver to drop you off.

— How much is the tour?

— 20 dollars per person.

— When is the soonest trip available?

— Tomorrow.

— OK. Give me two tickets then. Here’s 40 dollars.

КОММЕНТАРИЙ

1. Could you change a 100 dollars for me, please? Здесь change означает разменять, то есть дать купюры меньшей ценности; не путайте с exchange – обменять, например, с долларов на рубли.

2. I was wondering… – дословно: Мне интересно или хотелось бы узнать или не подскажете…; эта фраза обычно переводится по контексту или не переводится вообще.

3. a boat trip down the river — в этой фразе предлог down обозначает «движение вниз по течению реки»; на русский обычно переводится по реке.

4. pick up – (фразовый глагол) забирать кого-либо, заезжать за кем-либо

5. drop off – (фразовый глагол) высаживать (из автобуса или машины)

**Dialogue №30**

— Hello! I’d like to book two tickets to the art-exhibit in the City Gallery.

— Hello! What date do you want to go?

— Tuesday 15th.

— OK. Let me check the availability for the 15th. I’m sorry, but it’s sold out on the 15th.

— How about Wednesday?

— Wednesday is fully booked too. Let me just go to Thursday. Yeah! They still have available tickets for Thursday.

— Great! Can you book three tickets for me?

— Sure. I need your credit card number to make the booking.

— Here you are.

— Thanks. This is your confirmation ticket.

— How much are the tickets?

— 25 dollars for one person. You will give your confirmation ticket to the attendant at the entrance.

— When is the art-exhibit open?

— It’s open from 10 am until 9 pm. You can arrive at any time.

— Can you give me the travel directions, please?

— The travel directions are on your confirmation ticket.

— Thank you.

— You are welcome.

КОММЕНТАРИЙ

1. sold out – распродано

2. make the booking – оформить бронирование

3. confirmation ticket – квитанция с подтверждением, можно перевести просто подтверждение; ticket также имеет значение квитанция или квитанция со штрафом,

например:

4. get a ticket for speeding – получить штраф за превышение скорости

**Dialogue №31**

— Hello! Can I check the balance for room number 321?

— Sure, ma’am. You made phone calls to Russia and Italy. Also you used the minibar. That will be 95 dollars.

— Can you print it out for me?

— Sure. Here you are.

— When should I pay?

— You can pay tomorrow when you check out from the hotel.

КОММЕНТАРИЙ

1. That will be 95 dollars. В тех случаях, когда покупатель еще не уверен, сделает ли он покупку, но при этом интересуется ценой, вместо will употребляется would:

That would be 95 dollars.

2. print out – распечатывать на принтере; print-out – распечатка

**Dialogue №32**

— Can I check the balance for room number 1016?

— Just a minute. I’m going to print it out for you. Here it is, sir.

— Thank you.

— Check it, please. Is everything correct?

— It looks fine.

— Do you need any assistance with transportation?

— No. I’m OK. My tour company will arrange a shuttle bus to the airport. I have an early flight tomorrow morning. Can I have my lunch-box?

— Not a problem. You can pick up your lunch-box at reception when you check out tomorrow morning.

— Thank you.

— Anytime.

КОММЕНТАРИЙ

1. assistance – помощь; равнозначно с help, но используется в формальных ситуациях.

2. tour company – туроператор, в некоторых случаях переводится турагентство. Во всех отелях вы можете поесть прямо в номере, заказав еду в room service – обслуживании номеров.

**Dialogue №33**

— Hello! Can I order a meal?

— Sure, ma’am. What would you like?

— Pasta with seafood and tomato sauce and a large bottle of sparkling water.

— OK. Do you need ice?

— Yes, please.

— We will get you your food within twenty minutes.

— Hold on. Can I also get some ice-cream?

— Sure. We have vanilla, strawberry and tropical fruits ice-cream.

— OK. I’ll have one scoop of vanilla and one scoop of strawberry ice-cream, please.

— OK. Is that all?

— Yes. That’s all. Can I sign the bill to my room?

— Sure, ma’am. You can sign it to your room.

— Is the tip included?

— No, the tip is not included on the bill.

КОММЕНТАРИЙ

1. pasta – макароны, макаронные изделия (так по-английски часто называют спагетти)

2. scoop – шарик (мороженого); слово происходит от названия специальной ложки круглой формы, которой накладывают мороженое. Обратите внимание, что в этом значении нельзя использовать слово ball.

3. sign to the room – записать на номер (на счет номера, чтобы оплатить при выезде из отеля)

**Dialogue №34**

— Hello! I’d like to order a chicken burger with fries and two bottles of Heineken, please.

— OK. Anything else, sir?

— No, thank you. What’s the total?

— That makes it 34 dollars.

— Hold on. Can I also get a double espresso?

— Not a problem. Let me repeat your order for you. One chicken burger with fries, two bottles of Heineken and one double espresso.

— That’s correct.

— That makes it 37 dollars, sir.

— Great. When will you bring my food?

— We will get you your order within ten minutes.

— Thank you.

КОММЕНТАРИЙ

1. What’s the total? – Какая общая сумма (счета)?; total – общая сумма, итог, то, что написано в самой нижней строке чека.

2. within – в течение, в период (такого-то времени)

Бронь в отеле через Интернет:

make the booking – забронировать, оформить бронирование

cancel the booking – отменить бронирование

modify the booking – внести изменения в бронирование

confirmation – подтверждение

booking confirmation – подтверждение о бронировании

reviews – отзывы

**Dialogue №35**

— Hello! Flamingo City Hotel. How can I help you?

— Hello! I’m having a problem. I booked a room in your hotel from March 10th until March 19th. A few days later I changed my mind about the dates. I made another booking from March 10th until March 17th. And this morning I was charged two times on my credit card — for both of the bookings.

— OK. The hotel rules require that you cancel the booking if you don’t want to use it.

— That’s exactly what I did with my first booking!

— Did you receive the cancellation confirmation in your email?

— I did! I can send it to you if you want.

— OK. This is what you should do. You can call our manager who deals with online bookings and tell him about your problem. Or you can describe your problem in an email and send it to us. As soon as our manager has cleared it up, you will get your money back.

— I think I will call your manager and speak with him. May I have his number, please?

КОММЕНТАРИЙ

1. change one’s mind – (устойчивое выражение) передумать

2. deal with something – иметь дело с чем-либо, разбираться с чем-либо

3. clear something up – разобраться с чем-либо, прояснить какой-либо вопрос

**5.Диалоги Выселение из отеля**

**Dialogue №1**

**Checking out**

– Good morning!

– Good morning, Mr. Silver. Is everything OK?

– The point is that I have to fly to Portugal today. So I would like to check out and pay my bill, please.

– Oh, yes. Certainly, sir. Your room is number 215, isn’t it?

– That’s right.

– How was your stay? Did you like our hotel and the service?

– Everything was excellent. Thank you very much. Unfortunately, smoking is prohibited inside the hotel.

– Well, you should understand our policy, Mr. Silver… Right. Here is the bill. Have a look at it, please.

– I can’t believe it! The total amount is $ 2500. There must be a mistake here.

– Do you think it’s too much? Let me explain the details and you’ll see that the amount is absolutely correct.

– What are these $ 400 for?

– That’s for the international phone-calls from your room.

– Ah, yes. I talked quite much with my German partners. And how about these $ 250?

– That’s for the drinks from your mini-bar. You have consumed everything from it. And those $ 300 are for the broken window, sir.

– Oh god! I’m awfully sorry about that… And I guess this is a charge for the laundry, right?

– Yes, sir.

– OK. I’d like to pay by credit card.

– Sure. Can I have your passport, please?

– Here it is.

– Please, put your signature on the receipt. And we’ll be glad to see you in our hotel again!

– Thank you. Could you send a porter to my room, please, to pick up my luggage?

– Certainly. Have a good trip to Portugal!

**Dialogue №2**

**Check-out / Getting to the airport**

**Receptionist**: Did you enjoy your stay with us?

**Guest**: Yes, very much so. However, I now need to get to the airport. I have a flight that leaves in about three hours, so what is the quickest way to get there?

**Receptionist**: We do have a free airport shuttle service.

**Guest**: That sounds great, but will it get me to the airport on time?

**Receptionist**: Yes, it should. The next shuttle leaves in 15 minutes, and it takes approximately 25 minutes to get to the airport.

**Guest**: Fantastic. I'll just wait in the lounge area. Will you please let me know when it will be leaving?

**Receptionist**: Of course, sir. Oh, before you go would you be able to settle the mini-bar bill?

**Guest**: Oh, yes, certainly. How much will that be?

**Receptionist**: Let's see. The bill comes to $37.50. How would you like to pay for that?

**Guest**: I'll pay with my Visa, thanks, but I'll need a receipt so I can charge it to my company.

**Receptionist**: Absolutely. Here we are, sir. If you like you can leave your bags with the porter and he can load them onto the shuttle for you when it arrives.

**Guest**: That would be great, thank you.

**Receptionist**: Would you like to sign the hotel guestbook too while you wait?

**Guest**: Sure, I had a really good stay here and I'll tell other people to come here.

**Receptionist**: That's good to hear. Thank you again for staying at The Grand Woodward Hotel.

**Room service 1**

Customer: Excuse me, can I use internet in my room?  
Clerk: Yes, but the internet costs extra.  
Customer: How much does the internet cost?  
Clerk: It’s 10 dollars, is that ok for you?  
Customer: Yes, I’ll take it.  
Clerk: Ok, it will be charged to your account. And, here is your password: Keroro123  
Customer: Thanks a lot.

**Question:**

1. What do the customers ask for? 1) Use internet, 2) Watch TV, 3) Food  
2. Do they pay $10 for the internet? 1) Yes 2)No  
3. What is the internet password? 1) Kitty123, 2) Keroro123, 3) Micky123

**Room service 2**

Customer: Excuse me, can I have a hairdryer?

Clerk: Yes. What is your room number?

Customer: 305

Clerk: It will be there soon. Is there anything else?

Customer: Can I have two more pillows and one more towel?

Clerk: No problem at all.

Customer: Thank you.

**Question:**

1. What do the Customers want? 1) Water, 2) Hairdryer, 3) Blanket

2. What is the room number? 1) 105, 2) 205, 3) 305

3. What else do they need? 1) Two pillows and one towel,

 2) One bed and two towels,

 3) Five pillows and three towels

**Check out**

Clerk: Good afternoon, how may I help you?

Customer: Yes, I’d like to check out.

Clerk: Can I have your room number and name, please?

Customer: My room number is 305, and my name is Smith.

Clerk: Wait a moment, please. Here is your bill. Please check it to see if the amount is correct.

Customer: The total cost is 330. What is the extra 20 dollars for?

Clerk: That’s for the international phone call you made in the room.

Customer: Can I pay with credit card?

Clerk: Of course you can. May I have your passport, please?

Customer: Here you are.

Clerk: Here is your receipt. Thank you, have a nice day.

Customer: Thank you, you too. Good-bye.

**Question:**

1. How much is the room total cost? 1)$350, 2) $300, 3) $330

2. What is the extra cost for? 1) Phone call, 2) Drink, 3) Food.

3. Do they pay with credit card? 1)Yes 2) No

**Dialogue №2**

**Check-out**

– Good morning!

– Good morning, Mr. Silver. Is everything OK?

– The point is that I have to fly to Portugal today. So I would like to check out and pay my bill, please.

– Oh, yes. Certainly, sir. Your room is number 215, isn’t it?

– That’s right.

– How was your stay? Did you like our hotel and the service?

– Everything was excellent. Thank you very much. Unfortunately smoking is prohibited inside the hotel.

– Well, you should understand our policy, Mr. Silver… Right. Here is the bill. Have a look at it, please.

– I can’t believe it! The total amount is $ 2500. There must be a mistake here.

– Do you think it’s too much? Let me explain the details and you’ll see that the amount is absolutely correct.

– What are these $ 400 for?

– That’s for the international phone-calls from your room.

– Ah, yes. I talked quite much with my German partners. And how about these $ 250?

– That’s for the drinks from your mini-bar. You have consumed everything from it. And those $ 300 are for the broken window, sir.

– Oh god! I’m awfully sorry about that… And I guess this is a charge for the laundry, right?

– Yes, sir.

– OK. I’d like to pay by credit card.

– Sure. Can I have your passport, please?

– Here it is.

– Please, put your signature on the receipt. And we’ll be glad to see you in our hotel again!

– Thank you. Could you send a porter to my room, please, to pick up my luggage?

– Certainly. Have a good trip to Portugal!

**6. Диалоги в гостинице**

**Диалог№1**

**Hotel**

А: Does Tom always stay at a hotel when he goes on business?

В: Tom usually stays at different hotels when he goes on business. But he often is away in Berlin on assignment where his younger sister lives. That`s why he never reserves hotel rooms there.

А: Where and when did he stay at a hotel last time?

B: Last time he stayed at the «Holiday Inn» in London. He took part at the annual conference of nuclear physicists. This conference was hold in June 2013.

A: You told me, the name of his hotel was the «Holiday Inn». Where is it situated?

B: This hotel is located in the centre of London.

A: What kind of accommodation did he have? I think he had a single room?

B: There were no free single rooms and he got a double room. His room was equipped with air condition, free Wi-fi, phone, TV and music.

A: What did he write in a form when he arrived at the hotel and checked in?

B: He wrote his name, date of birth, registered address, duty station, employers address, the purpose of the visit.

A: Did he enjoy his stay at the «Holiday Inn»?

B: Yes, he enjoyed his stay at this hotel very much.  The «Holiday Inn» is a beautiful modern comfortable hotel with a convenient location.

**Диалог№2**

**A Mistake in the Hotel Bill**

**Hotel clerk:** Here’s the Bill for your four-night stay. Would you like the Incidentals charged to your credit card?

**May:** Incidentals? I think there’s some mistake. I didn’t order any Pay-per-view movies and I never ordered room service. And, I didn’t have any Spa services, either.

**Hotel clerk:** Are you sure? We show three movies and two room service orders.

**May:** I’m positive. Could I speak to a Supervisor, please?

**Hotel clerk:** He’s not On Duty Right now, but let me see if I can Resolve this for you. How many of these charges were made in error?

**May:** All of the them. Is it possible that my bill was Switched with another room’s? As I said, I didn’t order any movies, I haven’t had any room service, and I haven’t visited the spa since I Checked in to the hotel.

**Hotel clerk:** I see. I’ll need to check with each of those departments to determine whether a mistake has been made.

**May:** How long will this take?

**Hotel clerk:** Not long, I’m sure. If you could take a seat in the Lobby…

**May:** I Have a plane to catch and I don’t have a lot of time. Is there a General manager I can speak to?

**Hotel clerk:** I’m not sure. If you’ll have a seat, I’ll see if I can get Ms. Cardenes for you.

**May:** Thank you. I’d appreciate it.

**Диалог№3**

**At the hotel**

Clerk: Good evening, sir! Good evening, madam! How can I help you?

James: Good evening! We would like to stay in your hotel. Do you have vacant rooms?

Clerk: And what room do you prefer? We can offer you standard, suite, superior or deluxe rooms with a city or park view. There are also some rooms with inside view and a big honeymoon room.

Diana: And what facilities are there in the standard room? Is there a shower, a TV, a balcony?

Clerk: All our rooms have a fridge, a TV, a radio, a telephone and an air-conditioner. And of course, there is a bathroom, and most rooms have spacious balconies.

James: We would like to hire a standard double room for seven nights.

Diana: We prefer a quiet room with a park view and a balcony.

Clerk: Let me have a look. I'm sorry, madam. But there is only one vacant room with park view and unfortunately it doesn't have a balcony.

Diana: And can you offer us anything else? I really want a room with a balcony.

Clerk: I can offer you a good room with a balcony on the third floor with a city view. You can see beautiful pine trees from the balcony and the road is over fifty meters away.

Diana: And do you have a room service?

Clerk: Of course, we have 24-hour room service. You can also have a meal in our restaurant which is open every day till 12 o'clock and visit the bar on the second floor which doesn't close until 3 a.m.

Diana: And do you have a beauty salon? I want to have my hair done.

Clerk: You can visit the hairdressers on the ground floor. But you'll probably have to make an appointment in advance.

James: And I have a question too. Where can I change money near here?

Clerk: Well, you can do it in our hotel. We have a currency exchange. You can change money any time during a day.

Diana: Oh, and one more thing. What about the public transport? Where is the nearest bus stop? What bus do we have to take to get to the city centre?

Clerk: The nearest bus stop is in front of the supermarket. To get there, go out of the hotel, then turn left, go straight on past the shops and the car park, the bus stop is on the left. You can get to the centre by buses number 4, 7 and 15. It will take you about 20 minutes.

James: Excuse me, and when is the last bus?

Clerk: The last bus comes here at half past eleven.

Diana: Thank you very much for the information.

James: Thank you. And how much is the room?

Clerk: The standard double room costs 90 dollars per night. So it is 630 dollars for seven nights. Are you going to pay by credit card?

James: No, we will pay cash. Here you are.

Clerk: Thank you, here is your change. Have a nice stay.

**Диалог№4**

**Making Reservations**

Портье (P): Доброе утро. Добро пожаловать в отель Grand Woodward.

Клиент (C): Доброе утро. Я хотел бы сделать резерв на третий уикенд сентября. У вас есть свободные номера?

Р: Да, сэр, у нас есть несколько комнат для этих выходных. А какая точная дата вашего приезда?

C: 24-е.

R: Как долго вы будете у нас?

C: Я останусь на две ночи.

R: На сколько человек это бронирование?

C: Нас будет двое.

Р: Вы бы хотели комнату с двумя раздельными кроватями или двуспальной кроватью?

C: Двуспальная кровать, пожалуйста.

Р: Отлично. И вы бы предпочли иметь номер с видом на океан?

C: Если бы этот тип комнаты был доступен, я бы хотел иметь вид на океан. Какова стоимость номера?

Р: Ваша комната стоит пятьсот девяносто долларов за ночь. Под каким именем будет указана бронь?

C: Чарльз Ханниган.

R: Не могли бы вы произнести свою фамилию по буквам для меня, пожалуйста?

C: Конечно. Н-А-N-N-I-G-Н-А-Н

Р: И есть ли номер телефона, по которому с вами можно связаться?

C: Да, мой номер мобильного телефона 555-26386.

Р: Отлично. Теперь мне понадобится информация о вашей кредитной карте, чтобы забронировать номер для вас. Что это за карта?

C: Visa. Номер 987654321.

Р: А как зовут владельца карты?

C: Чарльз Х. Ханниган.

R: Хорошо, мистер Ханниган, вы забронировали номер на двадцать четвертое сентября на номер с двуспальной кроватью и видом на океан. Заезд в 2 часа. Если у вас есть еще  вопросы, пожалуйста, не стесняйтесь звонить нам.

C: Отлично, большое спасибо.

Р: Пожалуйста. Увидимся в сентябре, мистер Ханниган. Хорошего дня.

**Диалог№5**

**Бронирование конференц-зала (Booking a conference room)**

Ресепшн: Доброе утро, Вестин Отель. Это ресепшн, чем я могу вам помочь?

Гость: Доброе утро, я хотел бы забронировать комнату для переговоров.

Ресепшн: Да, сэр, могу ли я знать, какой тип зала заседаний вы бы хотели и для какого количества людей, сэр?

Гость: Я бы хотел один представительский номер на 40 человек.

Ресепшн: Могу ли я узнать, когда вы приедете, и на сколько дней вы арендуете конференц-зал?

Гость: Я приеду 10 ноября 2015 года, всего один день.

Ресепшн: Хорошо, сэр, могу я узнать ваше имя, сэр?

Гость: Меня зовут Альваро.

Ресепшн: Минутку, мистер Альваро, я проверю доступную комнату для встреч на этот день.

Гость: Да, пожалуйста.

Ресепшн: Вы очень удачливы, сэр, потому что вам по-прежнему доступна одна представительская комната. В нашем отеле вы получите комнату Сорренто на 30-50 мест. Стоимость номера 550$, включая еду и напитки. Хотите взять, сэр?

Гость: Да, я возьму ее.

Ресепшн: Могу ли я узнать, как насчет вашего депозита, сэр? Так как это сезон, вам нужно оплатить залог за номер.

Гость: Хорошо, я заплачу, сколько я должен заплатить?

Ресепшн: Вы должны заплатить за один день, вам так подойдет?

Гость: конечно. Если это возможно, как я могу перевести платеж?

Ресепшн: Если вы хотите перевести платеж, вы можете перевести его через банк XX в вашем городе, и наш счет 11234560000, сэр, все в порядке?

Гость: Хорошо. Спасибо за информацию,

Ресепшн: Могу ли я повторить ваш запрос, сэр?

Гость: Да, пожалуйста

Ресепшн: Итак, мистер Альваро, вам нужен один конференц-зал для руководителей, стоимость составляет 550 долларов, включая продукты питания и напитки, вы прибудете 10 ноября 2015 года. Вы заплатите залог за один день и хотите что-нибудь еще?

Гость: Нет, спасибо. Думаю, этого достаточно.

Ресепшн: Большое спасибо за бронирование. С нетерпением ждем вашего приезда в наш отель. Если вы решите отменить бронь, пожалуйста, сообщите нам как можно скорее.

Гость: Большое спасибо за ваш сервис.

Ресепшн: Добро пожаловать.

**Слова, фразы, выражения для заучивания наизусть.**

**AT THE HOTEL**1

- I’d like to check in, please. / Я бы хотел зарегистрироваться в отеле, пожалуйста. I’d like to get a room with a sea-view. / Я бы хотел комнату с видом на море.  
- Take the elevator to the second floor. / Поднимитесь на лифте на второй этаж.  
- You have to leave a deposit for the mini-bar and telephone calls. / Вы должны оставить депозит за мини-бар и телефонные звонки.  
- Can you get a cab for me, please? / Не могли бы вы вызвать мне такси?  
- I’d like to book two tickets to the art-exhibit. / Я бы хотел заказать два билета на выставку.  
- I need two fresh towels, please. / Мне нужны два чистых полотенца, пожалуйста.  
- The faucet in my bathroom is leaking. / В моей ванной комнате течет кран.  
- Can I order a meal? / Я могу заказать еду?  
- Is there a shuttle-bus that runs from the hotel to the airport? / Есть автобус, на котором можно доехать до аэропорта?  
- I’d like to change rooms, please. / Я бы хотел поменять номер.  
- The air-conditioner in my room is not working. / Кондиционер в моей комнате не работает.  
- Can I get a city map, please? / Не могли бы вы дать мне карту города?

Изучите диалоги, которые могут произойти на стойке администрации (ресепшене) во время регистрации в отеле.

2

— Where can I get a beach towel here? / Где я могу взять пляжное полотенце?  
— You can get a beach towel at the beach towel counter in the swimming pool area. / Вы можете взять пляжное полотенце у стойки с пляжными полотенцами в зоне бассейна.  
— Where’s the swimming pool? / А где здесь бассейн?  
— Take the elevator to the second floor, go outside and you will see a beach towel counter to your left. / Поднимитесь на лифте на второй этаж, выйдите на улицу и слева вы увидите стойку с пляжными полотенцами.  
— Thanks. / Спасибо.

3

— Hello! I need to go to the Central Mall. Is it far from here? / Здравствуйте! Мне нужно доехать до Центрального торгового центра. Это далеко отсюда?  
— No, it’s a ten-minute drive from here. / Нет, это в десяти минутах езды отсюда.  
— How much will it cost me if I go by taxi? / Если я поеду туда на такси, сколько это будет стоить?  
— 10 dollars roughly. But you don’t have to hire a taxi. There’s a free shuttle bus that runs from the hotel downtown. The Central Mall is on the way. / Примерно 10 долларов. Но вам не нужно нанимать такси. От отеля до центра города ходит бесплатный автобус. Торговый центр как раз по пути.  
— Great! What is the schedule for the shuttle bus? / Здорово! Какое расписание у этого автобуса?  
— You can view the schedule on the front door. / Вы можете посмотреть расписание на входной двери.  
— Thanks. Can I also get a city map? / Спасибо. Можно мне еще карту города?

**КОММЕНТАРИИ**

• ten-minute drive / дословно: десятиминутная езда; ten-minute используется как прилагательное, поэтому для minute не требуется окончание -s.  
• run / ходить, курсировать; в этом значение нельзя использовать глагол go  
• downtown / центр города; это слово является прилагательным, поэтому предлогов не требуется.  
Если в отеле нет собственного пляжа, то вам придется отправиться на муниципальный пляж, однако в отеле вы сможете взять в аренду зонтик и комплект для пляжа.

**Диалог№6**

— Hello! I’d like to rent an umbrella and beach chair.

— We offer a beach set for 10 dollars and a family set for 15 dollars.

— What is there in the beach set for ten dollars?

— One umbrella, a beach mat and a bottle of still water.

— OK. Give me one beach set. Here’s 10 dollars. Thanks.

— We have snorkeling equipment, too.

— I have a snorkel and mask. Can I rent flippers from you?

— No, you have to buy them.

— OK. How much?

— 25 dollars, sir.

**Диалог№7**

1.

— Excuse me! Can I change rooms?

— What seems to be the problem?

— The air-conditioner in my room is not working.

— We’ll give you another room. I will send room service to help you move.

2.

— Excuse me! I have a problem in my room.

— What is it, sir?

— The television in my room is not working. /

— I will send maintenance to repair it. Sorry for the inconvenience.

3.  
— Hello! I have a problem in my room. The faucet in my bathroom is leaking.

— I will send room service to repair it. Sorry for the inconvenience.

4.  
— Hello! Can I change rooms, please?

— What seems to be the problem?

— The Wi-Fi in my room is not working. (I don’t have internet access in my room.)

— OK. I can’t give you another room right now. The hotel is fully booked. You will have to wait until tomorrow afternoon.

— Do you have Wi-Fi in the lobby?

— Sure, sir. You can use the Wi-Fi in the lobby. It will be free for you. Sorry for the inconvenience.

**КОММЕНТАРИИ**

- maintenance / техническая служба, технический персонал (занимается только ремонтом и техническим обслуживанием оборудования)  
- room service / обслуживание номеров (занимается обслуживанием гостей по всем вопросам)  
- I will send room service to help you move. Обратите внимание, что после глагола help не требуется частица to.  
- The hotel is fully booked. / Отель полностью забронирован. Также можно сказать и о рейсе: The flight is fully booked.  
- Wi-Fi / беспроводной доступ в Интернет, вай-фай. Обратите внимание, что слово Wi-Fi нельзя использовать с артиклем а.

**Диалог№8**

— Excuse me! Could you change a 100 dollars for me, please? I need two fifties.

— Not a problem. Here you are.

— Also I was wondering if I can get tickets for a city tour from you?

— Sure. I can offer you a night bus city tour and a boat trip down the river. Both of them are very interesting.

— What does the trip include?

— You take a bus from the hotel and you go sightseeing. You will get a chance to see the most famous city sights.

— What time does the trip begin?

— You will be picked up at reception at 10 p.m. At 1 a.m you will get back to the hotel. If you want to go off somewhere in the city, you just tell the driver to drop you off.

— 20 dollars per person.

— When is the soonest trip available?

— OK. Give me two tickets then. Here’s 40 dollars.

**КОММЕНТАРИИ**

- I’m wondering… / дословно: Мне интересно или хотелось бы узнать или не подскажете… Эта фраза обычно переводится по контексту или не переводится вообще.  
- drop off / высаживать (из автобуса или машины) (фразовый глагол)

**Диалог№8**

— Hello! I’d like to book two tickets to the art-exhibit open in town.

— Hello! What date do you want to go?

— Thursday 10th.

— OK. Let me check the availability for the 10th. No, it’s sold out on the 10th.

— How about Friday? / А в пятницу?

— Friday is fully booked too. Let me just go to Saturday. Yeah! They still have available tickets for Saturday.

— Great! Can you book two tickets for me?

— Sure. I need your credit card number to make the booking.

— Here you are.

— Thanks. This is your confirmation ticket.

— How much are the tickets?

— 25 dollars for one person. You will give your confirmation ticket to the attendant at the entrance.

— When is the art-exhibit open?

— It’s open from 10 a.m until 9 p.m. You can arrive at any time.

— Can you give the travel directions, please?

— The travel directions are on your confirmation ticket.

— Thank you.

— You are welcome.

**КОММЕНТАРИИ**

in town / в городе; в этом выражении отсутствует артикль. Аналогичные выражения:  
out of town / вне города  
leave town / уехать из города  
sold out / распродано  
make the booking / выполнить бронирование  
confirmation ticket / квитанция с подтверждением, можно перевести просто подтверждение; ticket имеет значение не только билет, но и квитанция, а также квитанция со штрафом, например: get a ticket for speeding / получить штраф за превышение скорости.

**Диалог№9**

1.  
— Hello! Can I check the balance for room number 504?

— You have a zero balance. Your deposit will be returned tomorrow when you check out from the hotel.

— I paid the deposit in dollars. Can I get it back in dollars?

— I’m sorry, but the hotel rules require that we return your deposit in the local currency.

— OK. Not a problem. Thanks.

2.  
— Hello! Can I check the balance for room number 618?

— Sure, ma’am. You made two telephone calls to Russia and you used the Wi-Fi. That makes it 95 dollars.

— Can you print it out for me?

— Not a problem. Here you are.

— When should I pay?

— You can pay tomorrow when you check out from the hotel.

3.  
— Can I check the balance for room number 816?

— Just a minute. I’m going to print it out for you. Here it is, sir.

— Thank you.

— Check it, please. Is everything correct?

— Looks fine.

— Do you need any assistance with transportation?

— No. I’m OK. My tour company will arrange a shuttle bus to the airport. I have an early flight tomorrow morning. Can I have my lunch-box?

— Thank you.

— Anytime.

**КОММЕНТАРИИ**

- That makes it… / Итого получается… Так говорят, когда указывают общую сумму счета. - print out / распечатывать  
- check out / выписываться, выезжать из отеля (противоположное от check in) - Looks fine. = It looks fine. / Дословно: Выглядит прекрасно; имеется в виду, что никаких проблем в счете нет. Во всех отелях вы можете поесть прямо в номере, заказав еду в room service / обслуживании номеров.

**Диалог№10**

— Hello! Can I order a meal?

— Sure, ma’am. What would you like?

— Pasta with seafood and tomato sauce and a large bottle of sparkling water.

— OK. Do you need ice?

— Yes, please.

— We will get you your food within twenty minutes.

— Can I sign the bill to my room?

— Sure, ma’am. You can sign it to your room.

— Is the tip included?

— No, the tip is not included on the bill.

**КОММЕНТАРИИ**

pasta / макароны, макаронные изделия (так по-английски называются любые макаронные изделия)

**Диалог№11**

— Hello! I’d like to order a double burger with fries and a bottle of Heineken, please.

— OK. Is that all?

— Yes, that’s all. What’s the total?

— That makes it 31 dollars.

— Hold on. I also need one cappuccino.

— OK. One double burger with fries, one bottle of Heineken and a cappuccino.

— That’s right.

— That makes it 35 dollars, sir.

— Great. When will you bring my food?

— We will get you your order within ten minutes.

— Thanks.

**КОММЕНТАРИИ**

sign to the room / записать на номер (на счет номера, чтобы оплатить при выезде из

отеля)What’s the total? / Какая общая сумма (счета)? Total / общая сумма, итог, то, что написано в самой нижней строке чека.

Hold on. / Подождите. Так говорят, когда просят подождать в течение недолгого времени.

within / в течение, в период (такого-то времени)

make the booking / забронировать, оформить бронирование

cancel the booking / отменить бронирование

modify the booking / внести изменения в бронирование

confirmation / подтверждение

booking confirmation / подтверждение о бронированииreviews / отзывы

**Диалог№12**

— Hello! Golden Coast Resort and Spa. How can I help you?

— Hello! I’m having a problem. I booked a room in your hotel from February 10th to February 19th. Two days later I changed my mind about the dates of my stay. I made another booking from February 10th to February 17th. And this morning I was charged two times on my credit card — for the first and the second booking. The second booking is not a problem because I am going to stay in your hotel on these dates.

— OK. The hotel rules require that you cancel the booking if you don’t want to use it.

— That’s exactly what I did with the first booking!

— Did you receive the cancellation confirmation on your email?

— I did! I can send it to you if you want.

— OK. This is what you should do. You can call our manager who deals with online bookings and tell him about your problem. Or you can describe your problem in an email and send it to us. As soon as our manager has cleared it up, you will get your money back.

— Thanks. I’m going to call your manager and speak with him. May I have his number, please?

**Диалог№13**

**Problems at a hotel**

- Hello. Reception. How may I help you?

- Hello. I think I’ve got several problems in my room.

- Excuse me, sir. What’s your room number, please?

- Oh, yes. It’s 447.

- Right. What’s the matter, Mr. Peterson?

- The thing is that the room heating doesn’t seem to be working and it was really freezing in here last night.

- OK. I’m sorry, Mr. Peterson. Would you like me to send you the engineer right away and get it fixed?

- Well, I guess it would be better to change the room as this one is too noisy and small for me. And by the way, the sink is clogged in the bathroom and I cannot use the water in it. Hadn’t the housekeeping staff examined it before I checked in? The smell is disgusting.

- Please accept my sincere apologies for the inconvenience. I’ll find the plumber and let him know.

- I hope so. So is it possible to find another room for me today?

- Let me see… Yes. We can offer you room 205. It is a little larger and not noisy at all. I will send you a porter to help you move your luggage in an hour. Is that all right?

- That sounds perfect. But please make sure that the room is clean and there are towels and a hair-dryer in the bathroom. I have had to ring the housekeeping every day and ask them to clean my room.

- Sure, sir. I’ll speak to housekeeping straight away.

- Thanks for your help.

- Enjoy your stay, Mr. Peterson. And feel free to ask or call the reception anytime.

**Диалог№14**

**Room service at a hotel**

- Room service. Can I help you?

- Good morning. This is room 365. Could you send breakfast to my room, please?

- Certainly, madam. What would you like to have?

- A glass of orange juice, one serving of bacon and eggs, a toast with some butter and marmalade and a cup of black coffee, please. How long will it take?

- Well, about 15 minutes.

-  That would be fine. I’m going to take a nap after breakfast. So is it possible to get a wake-up call at noon, please?

- Sure. I’ll call you at 12 o’clock. Would you like anything else?

- Yes. I’d like to know which floor the swimming-pool is here.

- The swimming-pool, the sauna and the gym are on the first floor.

- Great. Thanks. And do you have laundry service? Could you send someone to pick up the laundry from my room?

- Sure. I’ll ask the housekeeping staff to pick it up right now.

- Sounds good. And another thing is - my room is quite messy. Could you, please, clean it and change the bed sheets?

- OK. We shall do it after lunch then.

- Thank you very much. Is it possible to have an extra blanket, please? It was quite cold at night.

- No problem, madam. I’ll send it to your room right now.

- Thanks a lot. I appreciate your help.

- You are welcome.

**Диалог№15**

В.: Good morning. I’d like to check in.

Reception Clerk.: Do you have a reservation with us?

В.: Yes, I do. I made a reservation by phone last night.

R.C.: Your name, please?

В.: Brian Mitchell from San Francisco.

R.C.: Would you spell your name, please?

B.: M as in «Marry», I as in «Isaac», T as in «Tommy», С as in «Charley», H as in «Harry», E as in «Edward», double L as in «Lucy».

R.C.: Okay. Let me see. You have a reservation for single room. Is that correct?

В.: Perfectly correct.

R.C.: Have you already decided how many nights to stay?

В.: At least until Wednesday. But I may stay longer than that. When should I inform you about it?

R.C.: Let us know about your decision Tuesday night. You can give us a ring until 11 pm.

В.: All right. What’s the price of the room?

R.C.: 75 dollars per night. Please, fill out the registration card. Print your name and home address.

В.: Should I sign my name?

R.C.: Put your signature right here. Okay, will you pay cash or by credit card?

В.: By credit card. Do you need it right now?

R.C.: You can give me your credit card before checking out.

В.: By the way, what’s the checking out time?

R.C.: One o’clock in the afternoon.

В.: Thank you. I have some additional questions.

R.C.: I’ll be glad to answer them.

В.: What about room service?

R.C.: Room service is available from 6 am to 10 pm. You can dial your order from the telephone in your room.

В.: Where is your restaurant?

R.C.: The restaurant is on the 25th floor. We also have a coffee shop. It’s right here in the lobby.

В.: Thank you for the information.

R.C.: You are welcome. A bellboy will help you with your luggage. Your room is number 1215. Enjoy your stay.

B.: Thanks.

**Диалог№16**

**Check in**Clerk: Welcome to Taiping Hotel. May I help you?  
Customer: Yes, I’d like to check in, please.  
Clerk: Did you make a reservation?  
Customer: Yes, I did. My name is Smith.  
Clerk: Yes, Mr. and Mrs. Smith. A double room for 3 nights, is that correct?  
Customer: That is right. How much is the total charge?  
Clerk: $300. Could I have your signature here?  
Customer: Sure.  
Clerk: Ok, here are your room keys and breakfast coupons. Have a nice day.  
Customer: Thanks, you too  
**Question:**1. What is the customer’s name? 1) Chen, 2) Smith, 3) Johnson  
2. How long are they staying? 1) 5 nights, 2) 10 nights, 3) 3 nights  
3. How much is the room total charge? 1) $300, 2) $200, 3) $100

**Диалог№17**

**Information**

Customer: Excuse me, can I have a local map?  
Clerk: Yes, here you are.  
Customer: I want to have a city tour, do you have any suggestion?  
Clerk: You can go to the Love River or Cijin Island.  
Customer: How can I get there?  
Clerk: You can take city bus route 214 from our hotel to the Love River.  
Customer: How can I go to Cijin Island?  
Clerk: First, you can take MRT to Siziwhan, and then take the ferry to Cijin Island.  
Customer: What can I do over there?  
Clerk: You can watch the famous sunset and taste delicious seafood over there.  
Customer: Sounds great. We should go there, thank you.  
**Question:**1. Do they get the local map? 1)Yes 2)No  
2. What city bus route can go to the Love River? 1) 204, 2) 124, 3) 214  
3. How do they go to Cijin Island? 1) Ferry, 2) City bus, 3) Taxi

**Диалог№18**

**Room service 1**

Customer: Excuse me, can I use internet in my room?  
Clerk: Yes, but the internet costs extra.  
Customer: How much does the internet cost?  
Clerk: It’s 10 dollars, is that ok for you?  
Customer: Yes, I’ll take it.  
Clerk: Ok, it will be charged to your account. And, here is your password: Keroro123  
Customer: Thanks a lot.  
**Question:**1. What do the customers ask for? 1) Use internet, 2) Watch TV, 3) Food  
2. Do they pay $10 for the internet? 1) Yes 2)No  
3. What is the internet password? 1) Kitty123, 2) Keroro123, 3) Micky123

**Диалог№19**

– Hello, how are you?

– Good afternoon, sir!

– Could you, please, tell me where the restaurant is?

– You should go to the second floor, turn right and you will see a big hall. This will be the restaurant.

– Thank you! — Спасибо! – Can I help you somehow else?

– Actually, yes. Can I order the room service to my room?

– Sure. We offer room service every day from 11 till 9. Would you like to order it for today?

– Yes, please.

– What time is comfortable for you?

– Around 6, please.

– Tell me your room number.

– 64. — 64. – Okay, room service for room №64, today at 6 p.m.

– Thank you.

**6. Диалоги паспортный контроль в аэропорту**

**Immigration control/passport control**

**Диалог№1**

- Good morning, sir. Can I have your valid passport and your landing card, please?

- Good morning. Here they are.

- OK. Sorry but you are not allowed to use your mobile phone or your camera in this area.

- Sure. No problem.

- Thanks. So... what is the purpose of your visit to the United Kingdom, Mr. Vronsky?

- Tourism and visiting my friends here during my vacation.

- Are you travelling alone?

- Yes.

- Are your friends meeting you?

- Yes. They are waiting outside.

- Do you have a girlfriend here?

- No. They are just my friends.

- How long will you be staying in the UK?

- For two weeks.

- Where will you be staying? Do you have any hotel reservations?

- I’m going to stay at my friend’s place. He lives in an apartment. This is his address in Brighton.

- Are you going to work here?

- No. Just tourism, sightseeing and visiting my friends.

- Do you have a return ticket?

- Yes. It’s for August 15th.

- May I see it?

- Sure. Here it is.

- Thank you. What’s your job?

- I’m a wholesale trader at a building materials warehouse.

- How much money are you bringing?

- I have 3000$ in cash and my credit cards as well. I’m going to cover all my expenses in the country.

- Do you have your recent bank statement with you? May I see it?

- OK. Here you are, sir.

- Have you visited the United Kingdom before?

- No. this is the first time I’ve arrived here.

- Fine. Welcome! And enjoy your stay!

**Customs and passport control**

**Слова, фразы и выражения для запоминания**

**Registration**

You have to fill in this form - Вы должны заполнить эту форму

Please show me how to fill it in - Покажите, пожалуйста, как это заполнять

Could I see your passport, please? - Пожалуйста, покажите ваш паспорт

Here’s my passport - Вот мой паспорт

Where have you travelled from? - Откуда вы прибыли?

What is the purpose of your visit? - Какова цель вашей поездки?

I’m a tourist - Я турист

I am on vacation - Я в отпуске

I am on a business trip - Я в командировке

This is my first visit - Это мой первый приезд

How long will you be staying here? - Как долго вы собираетесь здесь пробыть?

Where will you be staying? - Где вы будете жить?

I plan to stay two weeks - Я собираюсь пробыть здесь две недели

This is my transit visa - Вот моя транзитная виза

Could you open your bag, please? - Откройте вашу сумку, пожалуйста

Do you have anything to declare? - У вас есть что-нибудь, подлежащее декларации?

You have to pay duty on these items - Вы должны уплатить за это пошлину

I only have items for personal use - У меня только предметы личного пользования

I have nothing to declare - Мне нечего декларировать

**Обозначения**

Customs - Таможня

EU citizens -Граждане ЕС

All passports - Все паспорта

Wait behind the yellow line - Ждите за желтой чертой

Please have your passport ready - Пожалуйста, приготовьте паспорт

**Диалог№2**

**Customs, registration**

**At the Customs (Speakers: two passengers)**

- Have you filled in the immigration card?

- Yes. Have you?

- I don’t need to. It’s only for non-British citizens.

- Oh, yes, of course. Is this the way?

- No, I go through here – «British Passport», you see. I’m afraid you have to go over there. It says «Commonwealth and EEC Passports».

- All right. See you outside the baggage claim area.

**(Speakers: a customs officer and a passenger)**

- Can I see your passport?

- Certainly, here it is.

- Have you anything to declare?

- Nothing. - Нет, ничего.

- What’s the purpose of your visit?

- I’m attending a conference in London.

- Well, would you mind opening this bag, please

- There you are.

- Thank you. Right. That’s all. You can go through now.

- Thank you.

**Диалог№3**

**Passport control**

- Helen, the passport control officer will ask you for your passport. Produce it, please.

- Oh, yes, here it is. I believe he will ask us where we are going to.

- That’s right. Besides he will be interested to know how long you are going to stay here.

- I am obliged to answer all questions. Is that so?

- No doubt. You will have to tell the passport control officer about the purpose of your visit.

- Anything else?

- Nothing else. They are usually very polite.

- Will he ask me about the visa I have?

- Sure, he can. He’ll be interested to know if you have a tourist visa, or a multiple entry and exit visa or an exchange one.

- But I have an immigration visa. It has been recently granted to me. I’m not going to extend it.

- O.K. Don’t be nervous. Everything will be fine.

- Is that all?

- No, after the passport control you’ll go through the customs control at the customs area.

**Диалог№4**

Rachel: Andy, it’s my first time at the airport. Do you know which way to go? Andy: Yes, we should go this way. At first, we should go through customs.

Rachel: What does this procedure involve?

Andy: It involves checking-in and passport control. During the check-in we should hand our luggage.

Rachel: All of our luggage?

Andy: No, just the heavy bags, which we are not allowed to take on board with us. Oh, here is the check-in stand. Let’s stand in line.

Rachel: It seems that it’s going to take ages to pass.

Andy: It won’t. Check-in lines usually move quickly. Five minutes and we are there.

Rachel: Oh, it’s already our turn.

Check-in officer: Is this your luggage, ma’am?

Rachel: Yes.

Check-in officer: It’s a bit overweight. You will have to pay an extra fee for that. Can I see your handbag?

Rachel: Here it is.

Check-in officer: Remember not to carry any liquid and sharp objects with you. They are not allowed on board. Sir, do you have any hand luggage?

Andy: No, just my laptop. Here are our e-tickets and passports.

Check-in officer: Would you like an aisle seat or a window seat?

Andy: Window seat would be better.

Check-in officer: Here you are. The exact departure time and gate number is written on the tickets.

Rachel: Thank you!

Andy: And, now we should go through passport control. It’s on the second floor.

Customs officer: May, I see your passport, ma’am?

Rachel: Yes, of course. Here it is.

Customs officer: What is the purpose of your visit?

Rachel: I’m a tourist. I’m on a beach vacation and I would also like to see the sights of Thailand.

Customs officer: How long are you planning to stay there?

Rachel: Just for a couple of weeks.

Customs officer: Ok. Is this your first visit to Thailand?

Rachel: Yes, and my first time at the airport too.

Customs officer: Enjoy your trip then!

Rachel: Thanks!

Andy: How did it go?

Rachel: It was quick and easy. What’s next?

Andy: We are halfway there. Now we just need to go through a special corridor, where the officers check our handbags. After this procedure we will be in the hall of departure, where we can have a snack or simply rest before the flight.

Rachel: That’s great! I’d like to have a cup of hot tea and read my new book.

**Диалог№5**

Agent: Welcome. May I have your tickets?

Passenger: Here you go.

Agent: Is anybody else traveling with you two?

Passenger: No. It’s just us.

Agent: Do you have your passports with you?

Passenger: Yes. Here it is.

Agent: I’m going to ask you a series of questions. Please, respond with a ‘yes’ or a ‘no’.

Passenger: Ok.

Agent: Did someone you do not know ask you to take something on the plane with you?

Passenger: No.

Agent: Did you have possession of your luggage since you packed?

Passenger: Yes.

Agent: Did you leave your luggage unattended at all at the airport?

Passenger: No.

Agent: Are you carrying any weapons or firearms?

Passenger: No.

Agent: Are you carrying any flammable materials?

Passenger: No.

Agent: Do you have any perishable food items?

Passenger: No.

Agent: Great. Can you place your baggage over here?

Passenger: Sure.

Agent: Would you like an aisle or a window seat?

Passenger: Window seat, please.

Agent: Ok. I’m placing you two in 21A and 21B. The gate number is C2. It’s in the bottom of the ticket. They will start boarding 20 minutes before the departure time. C2 is located around the corner through the hall. Thank you.

Passenger: Can you point me to gate C2?

Agent: Sure. It’s that way. Around that corner.

Passenger: Great. Thank you.

**Диалог 6**

Agent: Morning, madam. May I see your passport, please?

Mrs McDomald: Yes, of course. Here you are.

Agent: Mrs M McDonald, travelling alone.

Mrs McDomald: That’s right.

Agent: Fine. Do you have your e-booking confirmation?

Mrs McDomald: Yes, er, here it is.

Agent: Mm hm, that’s all fine. One moment, please. Do you have any luggage, other than hand luggage?

Mrs McDomald: Yes, there’s this case.

Agent: On the scales, please.

Mrs McDomald: There you are.

Agent: OK, that’s just inside the permitted weight allowance. Did you pack your bag yourself?

Mrs McDomald: Yes.

Agent: And have you left it unattended at any time before or since arriving at the airport?

Mrs McDomald: Er, no, I don’t think so.

Agent: Have you seen the list of prohibited items for hand luggage?

Mrs McDomald: Yes, I’ve just got one small bottle of perfume. It’s under 100 millilitres I’m sure.

Agent: I see. You might have to show that at the security check.

Mrs McDomald: Oh.

Agent: Now, would you prefer an aisle seat or a window seat?

Mrs McDomald: Aisle, please, and as near the front as possible.

Agent: I can give you K3, on the aisle.

Mrs McDomald: Oh, that’s fine, thank you.

Agent: There’s your boarding pass. Watch the screens for the boarding gate once you’re in the departure lounge.

Mrs McDomald: Right. Oh, er, is there any delay on the flight?

Agent: No, it should be on time today.

Mrs McDomald: Thank you.

Agent: Have a good flight. Next, please!

**Диалог 7**

Agent: Good afternoon! Where are you flying to today?

Dan: Los Angeles.

Agent: May I have your passport, please?

Dan: Here you go.

Agent: Are you checking any bags?

Dan: Just this one.

Agent: OK, please place your bag on the scale.

Dan: I have a stopover in Chicago – do I need to pick up my luggage there?

Agent: No, it’ll go straight through to Los Angeles. Here are your boarding passes – your flight leaves from gate 15A and it’ll begin boarding at 3:20. Your seat number is 26E.

Dan: Thanks.

**Речевые обороты для запоминания**

Can I have an aisle seat please? / – Можно мне место с краю? / – Конечно.

Can I have an window seat please? / – Можно мне место у окна? / – Конечно.

Where is the information desk here? / – Где здесь стойка информации?

Over there. / – Вон там.

Where is a WC here please? / – Подскажите, где здесь туалет?

Here it is. / Вот он.

Where is a café here? / – Где здесь кафе?

Here it is, over the corner. / – Вот оно, за углом.

Where are the boarding gates please? / – Подскажите, где выходы на посадку? Take the escalator on your left. / – Поднимитесь на эскалаторе слева от Вас.

Is there an ATM here? / – Здесь есть банкомат?

Yes, to your right, just in five meters. / – Да, справа от вас, всего в пяти метрах.

Where is the passport control please? / – Подскажите, где паспортный контроль?

Go straight and you will see it. / – Идите прямо, и Вы его увидите.

Where is the duty free please? / – Подскажите, где дьюти-фри?

Right after the passport control. / – Сразу после паспортного контроля.

Where is the check-in counter please? / – Подскажите, где стойка регистрации? It is just in front of you. / – Она прямо перед вами.

Where do I go after the passport control? / – Куда мне идти после паспортного контроля?

To the boarding gate. / – К выходу на посадку.

Where do I pay for extra luggage? / – Где мне оплатить багаж сверх нормы?

At the counter over there. / – Вон за той стойкой.

Where do I pay for an extra ticket? / – Где мне оплатить дополнительный билет?

At the airline counter behind you. / – На стойке авиакомпании у Вас за спиной.

Where do I pay for an upgraded seat? / – Где мне оплатить улучшенное место? You can pay right here. / – Вы можете оплатить прямо здесь.

Where is currency exchange? / – Где обмен валюты?

It’s in the other end of the airport. / – Он в другом конце аэропорта.

**Регистрация на рейс или Check – In.**

**Фразы для запоминания**

Can I have your ticket, please? — Предъявите, пожалуйста, ваш билет.

May I see your passport, please? — Предъявите, пожалуйста, ваш паспорт.

Would you like a window or an aisle seat? — Вы предпочитаете место у окна или у прохода?

Do you have any baggage? — У вас имеется багаж?

What is your final destination? — Куда вы летите?

Would you like to upgrade to business or first class? — Не хотели бы вы поднять класс своего билета до бизнес или первого?

Do you need any help getting to the gate? — Вам необходима помощь, чтобы добраться до ворот вылета?

**Важные вопросы сотрудника аэропорта во время регистрации на рейс.**

Сотрудник аэропорта: Good morning. Can I have your ticket, please? /Доброе утро. Предъявите, пожалуйста, ваш билет.

Пассажир: Here you are. / Возьмите, пожалуйста.

Сотрудник аэропорта: Would you like a window or an aisle seat?/ Вы предпочитаете место у окна или у прохода?

Пассажир: A window seat, please. Место у окна, пожалуйста.

Сотрудник аэропорта: Do you have any baggage? / У вас имеется багаж?

Пассажир: Yes, this suitcase and this carry-on backpack. / Да, один чемодан и рюкзак для ручной клади.

Сотрудник аэропорта: Here’s your boarding pass. Have a safe flight./ Возьмите ваш посадочный билет. Приятного полета.

Пассажир: Thank you./ Спасибо.

**Служба безопасности или Security**

Please step through the scanner. — Пожалуйста, пройдите в металлодетектор.

Please step to the side. — Отойдите, пожалуйста, в сторону (обычно просят, когда хотят досмотреть или задать дополнительные вопросы после прохождения рамки металлодетектора).

Please raise your arms to the side. — Разведите руки в стороны, пожалуйста.

Empty your pockets, please. — Вытащите все предметы из карманов, пожалуйста.

Please take off your shoes and belt. — Снимите, пожалуйста обувь и ремень.

Please take any electronic devices out of your bag. — Вытащите из сумки все электронные предметы, пожалуйста.

А теперь рассмотрим, как можно ответить на приведенные выше примеры:

Представитель службы безопасности: Next! / Следующий!

Пассажир: Here’s my ticket. / Вот мой билет.

Представитель службы безопасности: Please step through the scanner. / Пожалуйста, пройдите в металлодетектор.

Пассажир: What’s wrong?/ Что случилось? (в случае, если запищал металлодетектор)

Представитель службы безопасности: Please step to the side./ Отойдите, пожалуйста, в сторону

Пассажир: Certainly. / Конечно

Представитель службы безопасности: Do you have any metal objects in your pocket? / У вас есть металлические предметы в кармане?

Пассажир: Yes, I have some coins. / Да, у меня есть пара монет.

Представитель службы безопасности: Ah, that’s the problem. Put your coins in this bin and walk through the scanner again. / Вот в чем проблема. Положите, пожалуйста, монеты в ящик и пройдите в металлодетектор снова.

Пассажир: OK. / Хорошо.

Представитель службы безопасности: Excellent. No problem. Remember to unload your pockets before you go through security next time./ Отлично. Все хорошо. Не забудьте опустошить свои карманы в следующий раз.

Пассажир: I’ll do that. Thank you. / Хорошо. Спасибо.

Представитель службы безопасности: Have a good day. / Хорошего вам дня.

Таможенный контроль или Customs

Если вы летите международным рейсом, вам также будет необходимо пройти таможенный контроль. Здесь вас могут ждать следующие вопросы:

Can I see your passport? — Могу ли я взглянуть на ваш паспорт?

Are you a tourist or here on business? — Цель вашего визита туризм или бизнес?

Do you have anything to declare? — У вас имеются вещи, которые необходимо задекларировать?

Have you brought any food into the country? — Ввозите ли вы в страну какие-либо продукты питания?

**Диалог№8**

Представитель таможенной службы: Good morning. Can I see your passport?

Пассажир: Here you are.

Представитель таможенной службы: Thank you very much. Are you a tourist or here on business?

Пассажир: I’m a tourist.

Представитель таможенной службы: Do you have anything to declare?

Пассажир: I’m not sure. I have two bottles of wine. Do I need to declare that? Представитель таможенной службы: No, you can have up to 2 litres.

Пассажир: Great.

Представитель таможенной службы: Have you brought any food into the country?

Пассажир: Just some cheese from Italy.

Представитель таможенной службы: I’m afraid I’ll have to take that.

Пассажир: Why? It’s just some cheese.

Представитель таможенной службы: Unfortunately, you are not allowed to bring cheese into the country. I’m sorry.

Пассажир: OK. Here you are.

Customs official: That’s fine. Have a nice day.

Пассажир: You, too.

**7. Диалоги транспорт**

**Dialogue№1**

**В аэропорту**

Agent: What is your final destination?

Dan: Los Angeles.

Agent: May I have your passport, please?

Dan: Here you go.

Agent: Are you checking any bags?

Dan: Just this one.

Agent: OK, please place your bag on the scale.

Dan: I have a stopover in Chicago – do I need to pick up my luggage there?

Agent: No, it will go straight through to Los Angeles. Here are your boarding passes — your flight leaves from gate 15A and it will begin boarding at 3:20. Your seat number is 26E.

 final destination — конечный пункт назначения.

checking — регистрировать, ставить на контроль.

on the scale — на весы

stopover — остановка, трансфер перед конечным пунктом назначения.

go straight through — когда вам говорят, что багаж «go straight through» это означает, что он пойдет до конечного пункта назначения.

boarding passes — билеты

begin boarding — начинать посадку

seat number — номер места в самолете

gate — выход на посадку.

**Разговорные фразы и клише для запоминания**

 “Where are you flying today?” Куда вы сегодня летите?

 “What’s your final destination?” Каков ваш конечный пункт назначения?

  Check your bags — означает регистрировать багаж.

  Carry-on bags — ручная кладь, которую мы берем с собой и проверяем через лучи.

“Excuse me, where is the American Airlines check-in desk?” Извините, где стойка регистрации американских авиалиний?

“Where is terminal 4?” Где терминал 4?

“Where is gate 36?” Где проход 36?

“How many bags can I check?” Сколько багажа я могу зарегистрировать?

“Will my luggage go straight through, or do I need to pick it up in Chicago?” Мой багаж пойдет до самого конца или же надо будет перехватить его в Чикаго?

“How much is the fee?” Если ваш багаж превышает лимит, надо будет заплатить fee в зависимости от лишнего веса.

“Please mark this bags «fragile». Пожалуйста пометьте багаж как «fragile». Помечается, когда в багаже перевозятся хрупкие вещи.

“Is the flight on time?” Вылет вовремя?

“There’s a 20—minute delay». Задержка на 20 минут.

Has your luggage been in your possession at all times? Багаж находился с вами все это время? Possession (владение).

Are you aware of the regulations regarding liquids in your carry-on? Вы осведомлены о правилах перевозки жидкостей и ручной клади?

Are you carrying any firearms or flammable materials? Вы перевозите оружие или взрывоопасные материалы?

Have you left your luggage unattended at any time? Вы оставляли свой багаж без присмотра?

Has anyone given you anything to carry on the flight? Кто-нибудь давал вам что-нибудь пронести в самолет?

**Проходим сквозь службу безопасности.**

X- ray machine — рентгеновский аппарат, который проверяет багаж.

metal detector — металлоискатель

conveyor belt —лента по которой идет багаж.

bins —  коробочки для перевозки вещей

**Dialogue№2**

**Разговор на таможне.**

Agent: Please lay your bags flat on the conveyor belt, and use the bins for small objects.

Dan: Do I need to take my laptop out of the bag?

Agent: Yes, you do. Take off your hat and your shoes, too.

Agent: Please step back. Do you have anything in your pockets – keys, cell phone, loose change?

Dan: I don’t think so. Let me try taking off my belt.

Agent: Okay, come on through.

Agent: You’re all set! Have a nice flight.

come on through— проходите

take off—снять с себя.

“you’re all set” — все хорошо, проходите.

**Объявления при выходе на посадку.**

“There has been a gate change.”- Изменен номер выхода на посадку.

«Flight 880 to Miami is now boarding.” - Рейс номер 880 в Майами открыт на посадку.

“Please have your boarding pass for boarding.” - Пожалуйста имейте билет на посадку.

“We would like to invite our first and business class passengers to board.” - Мы хотим пригласить пассажиров первого и бизнес класса на посадку.

“We are now inviting passengers with small children and any passengers requiring special assistance to begin boarding.”- Сейчас мы приглашаем пассажиров с маленькими детьми и пассажиров, которым требуется особая помощь на посадку.

“We would now like to invite all passengers to board.” - Приглашаем всех пассажиров на посадку.

“This is the final boarding call for the flight 880 to Miami.”- Последний вызов на посадку на рейс 880 в Майями.

“Passenger John Smith, please proceed to the gate 12.” - Пассажир Джон Смит пожалуйста пройдите в 12-ый выход.

**Dialogue№3**

**В самолете**

Flight attendant: Chicken or pasta?

Dan: Sorry?

Flight attendant: Would you like chicken or pasta?

Dan: I’ll have the chicken.

Flight attendant: Anything to drink?

Dan: What kind of soda do you have?

Flight attendant: Coke, Diet Coke, Sprite, Orange, and Dr. Pepper.

Dan: A Diet Coke, no ice, please.

Flight attendant: Here you go.

Dan: Thanks.

flight attendants. — стюарды, стюардессы.

**Разговорные фразы для запоминания**

“Can I have a pillow?” - Можно мне подушку?

“Can I have a blanket?”- Можно мне одеяло?

“Can I have a pair of headphones?” / “Could I have a headset?” - Можно мне пару наушников?

“Could I have some water/coffee/tea?” - Можно мне воду, кофе, чай?

“Could I have some extra napkins?”- Можно мне еще салфеток?

**Dialogue№4**

**Airport Check-In**

Check-in Assistant: Good evening, sir. Where are you flying?

Passenger: To Chicago.

Check-in Assistant: Can I see your ticket, please?

Passenger: Here it is.

Check-in Assistant: I will also need to see your ID and hand luggage.

Passenger: Here, I have everything with me.

Check-in Assistant: Have you checked the size and weight of your handbag? We have strict rules about it.

Passenger: Yes, I have. On the scale over there.

Check-in Assistant: Do you have any heavy luggage which you’d like to check-in?

Passenger: Yes, this suitcase.

Check-in Assistant: Let’s see. It weighs less than twenty kilos, so you don’t have to pay an extra fee.

Passenger: Speaking about the place in the airplane, can I have an aisle seat?

Check-in Assistant: No, sir, you can’t. I’m sorry but we have only window seats left.

Passenger: That’s all right. I will sit by the window then. Another issue I’m concerned of is the meal on board. I have requested for a vegetarian set. Can you check if it’s been confirmed?

Check-in Assistant: Yes, sure. Your ticket includes one vegetarian meal. Everything is all right.

Passenger: Thank you. Is the flight on time?

Check-in Assistant: Yes, it is. Your flight number is 78B. The boarding takes place at the gate number five.

Passenger: Thank you. I’ll try to find it.

Check-in Assistant: Before entering the customs zone you will also need to pass the passport control. It’s on the second floor. You’ll see the line.

**Dialogue№5**

**Checking in for a flight**

– Next in line, please… Are you checking in, sir?

– Yes, please.

– What’s your destination?

– It’s Venice, Italy. A connecting flight through Rome. Is the departure still at 9.15?

– Yes, it is. Everything is on time today. Can I have your ticket and passport, sir?

– Here you are.

– Are you checking any luggage, Mr. Angels?

– Yes, I’ve got one suitcase. Would you tell me what the international luggage allowance is?

– The maximum weight is 35 kilos. Could you place your suitcase on the scale?

– Sure.

– OK. That’s 26 kilos. So don’t worry, you don’t have any excess luggage.

– That’s fine.

– And I see you have one carry-on bag. Here is the list of items for you that are prohibited in your carry-on luggage.

– Thanks. I’ll check it before going through the security screening. Could you tell me if the flight is very busy?

– Well, it’s almost full but you’ll have no problem boarding, Mr. Angels.

– Great.

– Do you have any seating preference: window or aisle?

– I’d like an aisle seat, near the front, close to the exit if possible. So I can get off quickly in Rome. My connection is quite tight. And I need to get through immigration and customs as fast as possible.

– I see… OK, sir. You’ll have an aisle seat 8C on flight 893, departing from Gate 12 at 9.15. Passengers will begin boarding at 8.50. Here is your passport and boarding pass. Please, go to a passport control. You can follow the signs. And enjoy your flight!

**Фразы для запоминания по теме «Таможня» и «Багаж»**

Дайте мне, пожалуйста, другой бланк декларации. – May I have another customs form?

Покажите, пожалуйста, как заполнять это форму. – Please show me how to fill in the form.

Вот мой паспорт. – Here’s my passport.

Поставьте мне, пожалуйста, штамп в паспорт. – Would you please stamp my passport?

Какова цель Вашей поездки? – What is the purpose of your visit?

Я турист. – I’m a tourist.

Я в отпуске. – I am on vacation.

Я в командировке. – I am on a business trip.

Это мой первый приезд. – This is my first visit.

Как долго Вы здесь пробудите? – How long will you stay here?

Я собираюсь пробыть здесь две недели. – I plan to stay two weeks.

Вот моя транзитная виза. – This is my transit pass.

У меня только предметы личного пользования. – I only have articles for personal use.

Это подарок для друга. – This is a gift for a friend.

Эта видеокамера для моего личного пользования. – This video camera is for my personal use.

Это стоит около. – It costs about….

Мне нечего декларировать. – I have nothing to declare.

Беспошлинный магазин. – Duty-free shop.

Можно в этом аэропорту что-нибудь купить? – Can we do some shopping in this airport?

Мне нужно будет платить пошлину за камеру, которую я здесь купил? – Do I have to pay duty on the camera I bought here?

Можно попросить чек? – May I have a receipt?

Багаж:

Где можно получить багаж? – Where can I get my baggage?

Вот моя багажная квитанция. – Here is my claim tag.

Я не могу найти свой багаж. – I can’t find my baggage.

Мне не выдали багажную квитанцию при регистрации. – I didn’t receive the claim tag when I checked in.

Мой багаж поврежден, и некоторых вещей не хватает. – My baggage is broken, and some things are missing.

Где можно найти носильщика? – Where can I find a porter?

Это мой багаж. – This is my baggage.

Пожалуйста, отнесите эти вещи к стоянке такси. – Please take this baggage to the taxi stand.

В багаже есть хрупкие предметы. – It’s fragile.

Будьте осторожны, пожалуйста. – Please becareful carrying it.

Можно взять эту багажную тележку. – May I use this baggage cart?

**Dialogue№6**

**Buying airplane tickets**

George: I need a flight to Boston for a day after tomorrow.

Clerk: There are three flights a week on Sunday, on Wednesday and on Friday. George: At what time?

Clerk: At 10.40 every Sunday and Wednesday and at 20.15 every Friday.

George: What is the fare for the flight at 10.40 on Sunday? I need business class.

Clerk: Return or single?

George: Return, please.

Clerk: A return ticket is £ 160,00.

George: I want two return tickets business class for Sunday.

Clerk: Here you are.

George: Thank you.

Clerk: Not at all.

**Dialogue№7**

**Покупка билетов на поезд**

George: Oh, I see a ticket-office. Good morning!

Clerk: Good morning!

George: I want three tickets to Boston for tonight.

Clerk: Three single or three round tickets? George: Three round trip tickets, please.

Clerk: What class would you prefer?

George: First class, please.

Clerk: Here they are. Your train is leaving at 23.05.

George: Thank you very much. Does the train arrive in Boston at 09.00?

Clerk: Yes, you are right.

George: Thank you for your help.

Clerk: I wish you a pleasant journey.

**Dialogue№8**

**At a Railway Station**

Clerk: Good morning, sir. Can I help you?

Passenger: Yes, please. I need a first-class one-way ticket to Dublin.

Clerk: There is a night train which leaves at 8 pm.

Passenger: Yes, that’s fine. How much is the ticket?

Clerk: It’s 15 pounds. Do you need a return ticket?

Passenger: No, I don’t, thank you.

Clerk: Here you are, sir. Are you going to pay by credit card or cash?

Passenger: Credit card. Here it is.

Clerk: Enter your PIN, please. Thank you. Have a good day, sir.

(later that day)

Passenger: Which platform is for Dublin train?

Clerk: It departs from the 9th platform.

Passenger: How can I get there?

Clerk: You need to take the underground level. It’s the second entrance on the left.

Passenger: Thank you.

Clerk: Do you need a porter, sir, to carry your bags?

Passenger: Yes, please. That would be lovely.

Clerk: I’ll send one to you in a second.

Passenger: Can you help me with these two bags?

Porter: Yes, of course. Where shall I take them, sir?

Passenger: To the 9th platform where the train to Dublin is.

Porter: I see. Follow me, sir. It’s this way.

Passenger: All right.

Porter: Are you having a business trip?

Passenger: No, not really. I’m visiting my relatives. I haven’t seen them for years.

Porter: I see. Dublin is a nice city. I also have several relatives there. Have a good trip, sir!

Passenger: Thank you. Here is your tip.

Porter: Thanks, sir. That’s very generous of you.

**Dialogue№9**

Ticket Agent: Yes, sir?

Passenger: I’d a like a two-way ticket to London, please.

Ticket Agent: Which date and time?

Passenger: Tomorrow morning, please.

Ticket Agent: There is a train leaving at 7.35 and another one at 9.15.

Passenger: The first one will do.

Ticket Agent: How many tickets do you need, sir?

Passenger: Two, please.

Ticket Agent: First class or second?

Passenger: First-class.

Ticket Agent: When do you plan to return?

Passenger: The same day in the evening.

Ticket Agent: There are two trains leaving from London. The first is at 7 pm and the second one leaves at 9.45 pm.

Passenger: I’d choose the one that leaves at 9.45.

Ticket Agent: That’s 12 pounds.

Passenger: Here you are.

Ticket Agent: The train leaving in the morning starts from platform 5.

Passenger: Thank you.

Ticket Agent: Have a good trip, sir.

**Dialogue№10**

**Airport Check-In**

Check-in Assistant: Good evening, sir. Where are you flying?

Passenger: To Chicago.

Check-in Assistant: Can I see your ticket, please?

Passenger: Here it is.

Check-in Assistant: I will also need to see your ID and hand luggage.

Passenger: Here, I have everything with me.

Check-in Assistant: Have you checked the size and weight of your handbag? We have strict rules about it.

Passenger: Yes, I have. On the scale over there.

Check-in Assistant: Do you have any heavy luggage which you’d like to check-in?

Passenger: Yes, this suitcase.

Check-in Assistant: Let’s see. It weighs less than twenty kilos, so you don’t have to pay an extra fee.

Passenger: Speaking about the place in the airplane, can I have an aisle seat?

Check-in Assistant: No, sir, you can’t. I’m sorry but we have only window seats left.

Passenger: That’s all right. I will sit by the window then. Another issue I’m concerned of is the meal on board. I have requested for a vegetarian set. Can you check if it’s been confirmed?

Check-in Assistant: Yes, sure. Your ticket includes one vegetarian meal. Everything is all right.

Passenger: Thank you. Is the flight on time?

Check-in Assistant: Yes, it is. Your flight number is 78B. The boarding takes place at the gate number five.

Passenger: Thank you. I’ll try to find it.

Check-in Assistant: Before entering the customs zone you will also need to pass the passport control. It’s on the second floor. You’ll see the line.

**Dialogue№11**

**Оn a plane, on a train, on a bus**

Flight attendant: Hello! May I have your boarding pass, please?

Alex Volgin: Hello! Here you are.

Flight attendant: Your seat number is 18C. This way, please. Your seat is over there – third row on the right.

Alex Volgin: Thank you.

Flight attendant: Ladies and gentlemen, we are ready to take off. Please, bring your seats into an upright position and fasten your seat belts. We also kindly ask you to read the emergency instruction that you will find in the seat pockets in front of you.

Alex Volgin: Excuse me. Could you help me? I can’t fasten my seat belt.

Flight attendant: Sure. Here you go. It works now.

Alex Volgin: Thank you.

Flight attendant: Would you like anything to drink?

Alex Volgin: Yes, please. I’ll have a glass of water and a cup of black coffee to start with.

Flight attendant: Ok, I’ll bring it in a few minutes. Anything to eat?

Alex Volgin: I think; I’ll have a ham sandwich. At what altitude are we going to fly?

Flight attendant: The altitude will be about twenty-five thousand feet.

Alex Volgin: One more question. How long is the flight?

Flight attendant: The plane must start landing in an hour and a half.

Alex Volgin: Thank you.

**В поезде (On a train)**

Brian: Excuse me, where is my seat?

Train conductor: Can I have a look at your ticket, sir?

Brian: Yes, sure. Here it is.

Train conductor: Let’s see. The seat number 25 is right in the middle of the carriage.

Brian: Thank you. One more question: how long is it to Paris?

Train conductor: It only takes about an hour to get there. This is an express train.

Brian: I see. Thank you.

Train conductor: Here is your seat, sir. Make yourself comfortable. If your luggage is heavy, you can put it up there.

Brian: No, I’m fine, thank you. Can I close the window. It’s rather chilly and windy.

Train conductor: Yes, of course. We have an air conditioner working in the carriage. So there is no need to open the windows.

**Dialogue№12**

**Boarding the train.**

– Good evening, sir!

– Hello. Is this the train to Berlin?

– Yes, it is. Can I help you?

– You know I’m a bit confused. I can’t find my carriage.

– Oh, I see. Our carriages are numbered from the head of the train today. Do you have a carriage with compartments, a third-class sleeper or a sleeping car?

– As far as I remember I paid for a third-class sleeper but I can’t find it in my ticket.

– Can I have your ticket, please? Let me see. Your carriage is number 9. Yes, you are right. It’s a third-class sleeper. It’s the next carriage. And I am glad to say that I am a conductor in it.

– You don’t say so! I’m lucky. Do I have an upper or a lower birth?

– Your seat number is 12. It’s an even number, so it’s an upper berth.

– That’s great! Thank you. How long does it take to get to Berlin?

– It’s an express train, so it usually takes 24 hours with some short stops on our way.

– It’s quite fast. Are there air-conditioners in the carriage?

– Certainly. They are working. You should hurry, sir. Our train is leaving in 5 minutes. The boarding is over, so you should get into the train and put your luggage under the lower berth. Please, keep the ticket with you. I will come to you after the train leaves.

– Ok. Thanks again.

**Dialogue№13**

**In the compartment**

– Hello. Can I have your ticket, please?

– Sure. Here you are.

– Thank you. Is everything OK in here? Are you comfortable?

– Yes, it’s very nice. But can I open the window? It’s getting a bit stuffy in the compartment.

– Well. You can while the train is still on the platform. But when the train leaves you should close it. Don’t worry the air conditioning system will be on.

– Fine. Can I have something to drink, please?

– What would you like: tea or coffee?

– I’d like some tea with lemon, please. And don’t forget the sugar.

– I can also offer you mineral water, chips, biscuits and pastry.

– I think some biscuits would be fine with my tea.

– OK. Would you like to read the latest newspapers or magazines?

– Are they in English?

– Yes, there are some English ones.

– Great. I guess I’ll do that a bit later. Thanks. And when do we arrive?

– The train arrives at 8.15. I will wake you up at 7.15.

– Very well. By the way, what about the bed linen? I’d like to make my bed and have a rest.

– I’ll bring your tea, biscuits and the bed linen in 5 minutes. Have a nice trip!

– Thank you very much!

**Dialogue№14**

**At a check in counter**

– Could you please give a window seat to my wife?

– I'm sorry to tell you, we have no window seats available.

– Would you mind sitting near the aisle?

– That's fine. And also, I would like to carry on this bag.

– Okay, you can take it along with you.

– How much time do we have before the boarding starts?

– Don't worry, you have plenty of time.

– Here are your tickets and the boarding pass.

– Thank you so much.

– You're welcome.

**Дополнительный материал.**

Do you prefer aisle or window seat? - Вы предпочитаете место у прохода или у окна?

Is a meal served? - Будет ли подан обед?

Can I order a vegetarian meal? - Могу ли я заказать вегетарианскую пищу?

How much luggage can I carry on? - Сколько багажа я могу пронести как ручную кладь?

**On the plane**

– What would you like to drink?

– May I have tomato juice and red wine as well?

– Sure, you can. What do you prefer, chicken or fish?

– Can you bring me a vegetarian meal?

– Did you order it when you bought your ticket?

– I did not know I had to do it in advance.

– Let me check, maybe I can do something for you.

– Thanks a lot, I appreciate it.

**Дополнительный материал.**

How long is the flight? - Сколько длится полет?

When can I expect a meal? - Когда можно ожидать обед?

Can you bring me some water? - Вы можете принести мне воды?

Can you give me apple juice with no ice? - Вы можете дать мне яблочный сок безо льда?

**After the flight**

– Can you help me make a call? I need to rent a car.

– There are several car rental offices in the airport.

– Maybe I should go to the information desk first?

– Sure, it's a good idea.

– Could you tell me how to find the information desk?

– Take an elevator to the first floor and then follow the signs.

– It's right in the center of the hall, you can't miss it.

**Дополнительный материал.**

May I see your passport? - Разрешите мне посмотреть ваш паспорт?

What kind of visa do you have? - Какая у вас виза?

What is the purpose of your visit? - Какова цель вашего визита?

How long do you plan to stay? - Как долго вы планируете оставаться?

**Talking to a Bus Driver**

– Does this bus go downtown?

– Yes, but where would you like to go?

– I need to go to the intersection of Houston and Bleeker streets.

– You can take this bus and then transfer to another bus at Bleeker street.

– Will I have to pay a double fare?

– No, here is a transfer ticket that is valid on the next bus.

**Дополнительный материал.**

Getting Around by Bus – Поездка на автобусе

Which way is this bus going? - В какую сторону едет этот автобус?

How long did your trip take? - Сколько времени заняла ваша поездка?

You should transfer at the next stop. - Вам надо пересесть на следующей остановке.

Don't talk to the driver while the bus is in motion. - Не разговаривайте с водителем во время движения (автобуса).

**At the Ticket-booth**

– Can you tell me how to get to Delansey street?

– Take the E train uptown and transfer at 42nd street.

– What train do I have to transfer to?

– You will need to take the D train. There will be signs for it, you can't miss it.

– How long will it take me to get there?

– It should be no more than half an hour.

– Thank you. Could I buy the ticket for my trip here?

– Yes, here there is a vending machine that sells MetroCards.

**Дополнительный материал.**

Getting Around by Subway – Поездка на метро

Are the trains running normally today? -Поезда сегодня ходят нормально?

Are you getting off at the next stop? - Вы выходите на следующей остановке?

You have missed the last train. - Вы пропустили последний поезд.

Don't yell at me, pull yourself together. - Не кричите на меня, возьмите себя в руки.

**At the gas station**

– Sir, would you like full service or will you be using the selfserve pump?

– What does the full service include?

– We will clean your windshield, vacuum the inside of your car and fill up your gas tank.

– I would like the full service. What kind of gas do you have available?

– We offer regular, diesel, and premium gas at very reasonable prices.

– Please fill up my tank with the premium. Also, can you tell me how I can get to Brunswick?

– Go straight, bearing to your left. You will need the first exit off the highway.

**Дополнительный материал.**

Getting Around by Car – Поездка на автомобиле

There is no parking here at this time of day. - Здесь нет парковки в это время дня.

You can get a ticket easily if you park here. - Вы можете легко получить штраф, если припаркуетесь здесь.

It's getting dark – turn on your headlights. - Темнеет – включите фары.

It's very dangerous to exceed the speed limit .- Превышать установленный предел скорости очень опасно.

**Getting Around by Taxi**

– I need to go uptown, are you going that way?

– I'm not on duty, you will have to hail another cab.

– Please, it's very near, and you're going there anyway.

– Where would you like to go?

– It's two miles down this street and three blocks to the right.

– OK, get in, but there will be a late night surcharge.

– It's fine with me, I'm so late – money does not matter now.

– Let's hit the road, give me the exact address.

**Дополнительный материал.**

Getting Around by Taxi – Поездка на такси

How much does it cost to get to the airport? - Сколько стоит доехать до аэропорта?

There is a lot of traffic on 5th Avenue. - На 5-й Авеню движение идет очень медленно.

Hurry up – it's a long way from here.- Поторопитесь – это очень далеко отсюда.

It seems to me that you have lost your way. -Мне кажется, вы сбились с пути.

**Dialogue№15**

**Checking in for a flight**

- Next in line, please… Are you checking in, sir?

- Yes, please.

- What’s your destination?

- It’s Venice, Italy. A connecting flight through Rome. Is the departure still at 9.15?

- Yes, it is. Everything is on time today. Can I have your ticket and passport, sir?

- Here you are.

- Are you checking any luggage, Mr. Angels?

- Yes, I’ve got one suitcase. Would you tell me what the international luggage allowance is?

- The maximum weight is 35 kilos. Could you place your suitcase on the scale?

- Sure.

- OK. That’s 26 kilos. So don’t worry, you don’t have any excess luggage.

- That’s fine.

- And I see you have one carry-on bag. Here is the list of items for you that are prohibited in your carry-on luggage.

- Thanks. I’ll check it before going through the security screening. Could you tell me if the flight is very busy?

- Well, it’s almost full but you’ll have no problem boarding, Mr. Angels.

- Great.

- Do you have any seating preference: window or aisle?

- I’d like an aisle seat, near the front, close to the exit if possible. So I can get off quickly in Rome. My connection is quite tight. And I need to get through immigration and customs as fast as possible.

- I see… OK, sir. You’ll have an aisle seat 8C on flight 893, departing from Gate 12 at 9.15.  Passengers will begin boarding at 8.50. Here is your passport and boarding pass. Please, go to a passport control. You can follow the signs. And enjoy your flight!

**Dialogue№16**

**On board the plane**

- Excuse me. Is it possible to have another blanket, please? I am a little cold.

- Sure. Would you like just one or two?

- One will be enough I think.

- OK. I’ll be right back with your blanket. Would you like anything else?

- Yes. Can I get something to drink too?

- Sure. We should avoid dehydration during these long flights. What would you like to drink?

- I’d like some orange juice, please. And no ice in it, of course.

- Oh yes. I’ll bring it to you in a minute. By the way you can unfasten your seat belts. It is safe to do so now. And why did you put this bag under your seat? I think it is very uncomfortable for you. You should put it on the shelf above your seat, into the locker.

- OK, thanks. I will do that. Could you tell me how long it’ll take to reach Thailand?

- Well, you know it’s a long journey. We still have 6 more hours before landing.

- Will there be any food before we land?

- Sure. We’ll serve another meal in 3 hours. But if you are hungry I can bring you a little snack if you want.

- Yes, that would be great.

- No problem. … Here you are, sir. And here is an arrival card for the immigration service. Please, fill in this form using black ink before we land.

- Thank you. But I need a black pen. Could you lend me one?

- One moment, please. Another flight attendant will be bringing pens around shortly.

- Thanks a lot.

- Enjoy your flight.

**Dialogue№17**

**In the compartment**

- Hello. Can I have your ticket, please?

- Sure. Here you are.

- Thank you. Is everything OK in here? Are you comfortable?

- Yes, it’s very nice. But can I open the window? It’s getting a bit stuffy in the compartment.

- Well. You can while the train is still on the platform. But when the train leaves you should close it. Don’t worry the air conditioning system will be on.

- Fine. Can I have something to drink, please?

- What would you like: tea or coffee?

- I’d like some tea with lemon, please. And don’t forget the sugar.

- I can also offer you mineral water, chips, biscuits and pastry.

- I think some biscuits would be fine with my tea.

- OK. Would you like to read the latest newspapers or magazines?

- Are they in English?

- Yes, there are some English ones.

- Great. I guess I’ll do that a bit later. Thanks. And when do we arrive?

- The train arrives at 8.15. I will wake you up at 7.15.

- Very well. By the way, what about the bed linen? I’d like to make my bed and have a rest.

- I’ll bring your tea, biscuits and the bed linen in 5 minutes. Have a nice trip!

- Thank you very much!

**Dialogue№18**

**Boarding the train**

- Good evening, sir!

- Hello. Is this the train to Berlin?

- Yes, it is. Can I help you?

- You know I’m a bit confused. I can’t find my carriage.

- Oh, I see. Our carriages are numbered from the head of the train today. Do you have a carriage with compartments, a third-class sleeper or a sleeping car?

- As far as I remember I paid for a third-class sleeper but I can’t find it in my ticket.

- Can I have your ticket, please? Let me see. Your carriage is number 9. Yes, you are right. It’s a third-class sleeper. It’s the next carriage. And I am glad to say that I am a conductor in it.

- You don’t say so! I’m lucky. Do I have an upper or a lower birth?

- Your seat number is 12. It’s an even number, so it’s an upper berth.

- That’s great!  Thank you. How long does it take to get to Berlin?

- It’s an express train, so it usually takes 24 hours with some short stops on our way.

- It’s quite fast. Are there air-conditioners in the carriage?

- Certainly. They are working. You should hurry, sir. Our train is leaving in 5 minutes. The boarding is over, so you should get into the train and put your luggage under the lower berth. Please, keep the ticket with you. I will come to you after the train leaves.

- Ok. Thanks again.

**Dialogue№19**

**At the airport**

Customer: - Hello! Give me a one-way ticket to Seattle and hurry up, please!

Travel agent: - No problem. When are you  going to leave for Seattle?

C: - As quickly as you sell me the ticket.

T.A.: - I'm afraid you will not be able to fly there till Tuesday.

C: - Tuesday? Are you kidding me? My business will be ruined if I don't get to Seattle tomorrow morning!

T.A.: - I'm really sorry but all the departures are delayed because of inclement weather in the state of Washington.

C: - It's a disaster!

T.A.: - Don't worry, I'll try to help. You are planning to fly to Seattle, aren't you?

C: - Yes, I am. Haven't you asked?

T.A.: - Let me process your request... Well, flights to Redmond are available. You can fly here and then go to Seattle by bus. It will take you about ten hours.

C: - It would be great!

T.A.: - There are some first class tickets available to the daytime flight at six p.m.

C: - Are there any economies? I would prefer to save money.

T.A.: - Yes, there are some. But they are for the nine p.m. departure.

C: - Then I'll take one first class ticket. Here is my passport.

T.A.: - It costs 550 dollars. By the way, meals are served on the flight. And refreshments are free.

C: - I don't care. I feel sick travelling by plane. It'd be a great luck for me to fall asleep right after takeoff.

T.A.: - Have you got any bags?

C: - No, I haven't. Just a small suitcase but I'd like to take it on board with me.

T.A.: - OK, let me weigh it. Everything is fine with your luggage, it weighs about seven pounds. Take your luggage check. What seat would you prefer: aisle or window?

C: - Aisle, of course. I'm terribly afraid of flying.

T.A.: - Next time book tickets in advance. You are lucky that I've found an appropriate seat.

C: - I know. I always make reservations. That accident has happened due to my new secretary, a very absent-minded young person.

T.A.: - How will you pay?

C: - Can I pay with my credit card? I have little cash with me.

T.A.: - Of course, you can. Now your seat is reserved and you have to wait for two hours. Take a seat or visit our duty free. Be on time near the fifth gate. Don't be late for the departure.

C: - Thanks a lot! I'll bring you an armful of smoked salmon from Seattle!

T.A.: - That sounds a bit strange, but thank you. Have a nice trip!

**Слова, фразы и выражения для запоминания.**

**Поездка на автомобиле**

Where is the parking lot, please? - Где находится парковка?

Can I park my car here? - Здесь можно припарковаться?

Where is the nearest petrol station? - Где ближайшая заправочная станция?

**На заправочной станции**

How much petrol would you like?- Сколько бензина вы желаете?

Full, please - Полный бак, пожалуйста

20 litres, please - 20 литров, пожалуйста

This car takes diesel - Эта машина заправляется дизелем

I’d like some oil - Мне нужно масло

Can I check my tyre pressure here? - Тут можно проверить давление в колесах?

Can I have the car washed? - Здесь можно помыть машину?

**Технические проблемы**

The car has broken down. - Машина сломалась

The car won’t start. - Машина не заводится

We’ve run out of petrol.- У нас закончился бензин

The battery’s flat. - Сел аккумулятор

I’ve got a flat tyre. - У меня спустило шину

I’ve got a puncture. - У меня проколото колесо

The car’s losing oil. - В машине течет масло

The ... isn’t / aren’t working ... - не работает

Speedometer - спидометр

fuel gauge - топливный датчик

brake lights - стоп-сигналы

marker lights - габаритные огни

There’s some problem with ... - Какие-то проблемы с ...

the engine мотором

the steering - рулевым управлением

the brakes - тормозами

**Поездка на такси. Вызов такси.**

Do you know where I can get a taxi?- Вы не знаете, где можно поймать такси?

Do you have a taxi number? - У вас есть номер такси?

I’d like a taxi, please. - Я хотел бы заказать такси

Sorry, there are none available at the moment.- Извините, сейчас свободных такси нет

Where are you? - Где вы находитесь?

What’s the address? - Какой адрес?

I’m ... я ...

at the Beresford Hotel. - в отеле «Бересфорд»

at the airport.- в аэропорту

at the corner of Highgate Road and Millfield Lane на углу Хайгейт-роуд и Миллфилд-лейн

Could I take your name, please? - Назовите свое имя, пожалуйста

How long will I have to wait? - Как долго мне придется ждать?

The car is on its way. - Машина в пути

**В такси**

Where would you like to go? - Куда бы вы хотели поехать?

Take me to this address, please. - Отвезите меня по этому адресу, пожалуйста

I need to go to Charing Cross station. - Мне нужно поехать на станцию «Чаринг Кросс»

Could you take me to the city centre? - Не могли бы вы отвезти меня в центр города?

How much will it cost? - Сколько это будет стоить?

Could we stop at a cashpoint? - Могли бы мы остановиться у банкомата?

How long will the journey take? - Сколько времени займет дорога?

May I open the window?- Я могу открыть окно?

May I close the window? - Я могу закрыть окно?

How much is it? - Сколько я должен?

Keep the change. - Оставьте сдачу себе

Would you like a receipt? - Вы желаете чек?

Could I have a receipt, please? - Могу я получить чек, пожалуйста?

Could you pick me up here at seven o’clock? - Вы могли бы забрать меня отсюда в семь часов?

Could you wait for me here? - Вы могли бы подождать меня здесь?

**Обозначения**

For hire. - Свободно

Taxi. - Такси

**Путешествие на автобусе и поезде**

**На автобусной или железнодорожной станции**

Where is the ticket office? - Где находится касса?

Where are the ticket machines? - Где находятся билетные автоматы?

What time is the next bus to Rochester? - Во сколько идет следующий автобус на Рочестер?

What time is the next train to Liverpool? - Во сколько идет следующий поезд на Ливерпуль?

Can I buy a ticket on the bus? - Можно ли купить билет прямо в автобусе?

Can I buy a ticket on the train? - Можно ли купить билет прямо в поезде?

How much is a single ticket to London? - Сколько стоит билет в один конец до Лондона?

How much is a return ticket to Manchester? - Сколько стоит билет в оба конца до Манчестера?

I’d like a ... to Sheffield - Я хотел бы ... до Шеффилда

single - билет в один конец

return - билет в оба конца

child single - детский билет в один конец

child return - детский билет в оба конца

senior citizens’ single - пенсионерский билет в один конец

senior citizens’ return - пенсионерский билет в оба конца

first class single - билет первого класса в один конец

first class return - билет первого класса в оба конца

Are there reductions for off-peak travel? - Есть ли скидки на билеты не в час-пик?

When would you like to travel? - Когда вы хотели бы выехать?

When will you be coming back? - Когда бы вы хотели вернуться?

Which platform do I need for Birmingham? - Какая платформа на Бирмингем?

Is this the right platform for Cardiff? - Это правильная платформа для Кардиффа?

Where should I change trains? - Где мне нужно сделать пересадку?

You’ll have to change at Kirkby. - Вам нужно сделать пересадку в Киркби

Is this the current timetable? - Это действующее расписание?

How often do the buses run to Plymouth? - Как часто ходят автобусы на Плимут?

how often do the trains run to York? - Как часто ходят поезда на Йорк?

I’d like to renew my season ticket, please. - Я хотел бы продлить сезонный билет, пожалуйста

**В автобусе или поезде**

Does this bus stop at Trafalgar Square? - Этот автобус останавливается на Трафальгарской площади?

Does this train stop at Leicester? - Этот поезд останавливается в Лейчестере?

Could you tell me when we get to the university? - Скажите мне, пожалуйста, когда мы доедем до университета.

Is this seat free? - Это место свободно?

Is this seat taken? - Это место занято?

Do you mind if I sit here? - Не возражаете, если я здесь сяду?

Tickets, please - Билеты, пожалуйста

Could I see your ticket, please? - Покажите ваш билет, пожалуйста

I’ve lost my ticket - Я потерял билет

What time do we arrive in Sheffield? - Во сколько мы прибываем в Шеффилд?

What is this stop? - Какая это остановка?

What is the next stop? - Какая следующая остановка?

This is my stop. - Это моя остановка

I’m getting off here. - Я выхожу здесь

Is there a dining car on the train? - В поезде есть вагон-ресторан?

Do you mind if I open the window? - Вы не возражаете, если я открою окно?

We are now approaching London Kings Cross. - Мы прибываем на станцию Кингс-кросс

This train terminates here. - Этот поезд дальше не идет

Please take all your luggage and personal belongings with you. - Не забудьте забрать багаж и все личные вещи

**Обозначения**

Tickets Билеты

Platform Платформа

Waiting room Зал ожидания

Lost property (Lost & found) Бюро находок

Underground Метро

Bus stop Автобусная остановка

Request stop Остановка по требованию

On time Вовремя

Expected Прибывает

Delayed Задерживается

Cancelled Отменен

Calling at ... Останавливается в ...

Priority seat Специальные места (для беременных, пожилых, инвалидов)

To trains К поездам

Trains to London Поезда на Лондон

Way out Выход

Mind the gap Осторожно, щель

английский для туристов

Английские слова и фразы для туристов: путешествуем на автобусе и в поезде

**Путешествие на самолете. Регистрация.**

Your passport and ticket, please. - Ваш паспорт и билет, пожалуйста

I’ve come to collect my tickets. - Я хотел бы забрать свой билет

I booked on the internet. - Я заказал билет в интернете

Do you have your booking reference? - У вас есть код бронирования?

Here’s my booking reference. - Это мой код бронирования

Where are you flying to? - Куда вы летите?

Do you have any liquids or sharp objects in your hand baggage? - В вашем багаже есть жидкости или острые предметы?

How many bags are you checking in? - Сколько сумок вы сдаете?

Could I see your hand baggage, please? - Покажите вашу ручную кладь, пожалуйста

Do I need to check this in or can I take it with me? - Я должен это сдать или могу взять с собой?

There’s an excess baggage charge of £20 - Дополнительная плата за багаж 20 фунтов

Would you like a window or an aisle seat? - Вы хотите сидеть у окна или в проходе?

The flight has been delayed — Рейс задерживается​

**Служба безопасности**

Are you carrying any liquids? - У вас есть с собой какие-либо жидкости?

Could you take off your ... please? - Снимите ..., пожалуйста

coat - пальто

shoes - обувь

belt - ремень

Could you put any metallic objects into the tray, please? - Положите металлические предметы на поднос, пожалуйста

Please empty your pockets. - Освободите карманы, пожалуйста

Please take your laptop out of its case - Пожалуйста достаньте ноутбук из сумки

I’m afraid you can’t take that through - К сожалению, вы не можете взять это с собой

**Зал ожидания**

What is the flight number? - Какой номер рейса?

Which gate do we need? - Какие у нас ворота?

The flight has been delayed. - Рейс задерживается

The flight has been cancelled. - Рейс отменен

We’d like to apologise for the delay. - Мы хотели бы извиниться за задержку

Could I see your passport and boarding card, please? - Покажите ваш паспорт и посадочный талон, пожалуйста

**В самолете**

Where is this seat? - Где это место?

What’s your seat number? - Какой у вас номер места?

Could I change seats with you? - Вы могли бы поменяться со мной местами?

Please pay attention to this short safety demonstration. - Пожалуйста, обратите внимание на демонстрацию техники безопасности

Please turn off all mobile phones and electronic devices. - Пожалуйста, отключите мобильные телефоны и электронные приборы

How long does the flight take? - Сколько времени продлится полет?

Would you like any food or refreshments? - Вы желаете еду или напитки?

We’ll be landing in about 15 minutes. - Мы приземлимся примерно через 15 минут

**Путешествие на корабле**

**Заказ билета**

What time is the next boat to Belfast? - Во сколько следующий корабль на Белфаст?

I’d like a two-berth cabin. - Я хотел бы двухместную каюту

I’d like a ticket for a car and two passengers . - Я хотел бы билет на машину и двух пассажиров

I’d like a ticket for a passenger. - Я хотел бы билет для пассажира

How long does the crossing take? - Как долго продлится рейс?

What time does the ferry arrive in Bergen? - Во сколько паром прибывает в Берген?

**На корабле**

When does it sail? - Во сколько отплытие?

What time do we board? - Когда начинается посадка?

Where is the information desk? - Где находится информационный пункт?

Where is cabin number 235? - Где каюта номер 235?

Which deck is the bar on? - На какой палубе находится бар?

**Обозначения**

Cabins Каюты

Car deck Автомобильная палуба

Stairs Лестница

Information Информация

Restaurant Ресторан

Cinema Кино

Shop Магазин

Lifejackets Спасательные жилеты

At a Railway Station На железодорожном вокзале

**Dialogue№20**

**At the Airport**

Ticket Reservation

(Speakers: a travel agent and a customer)

Travel agent: Can I help you?

B: I want to fly to London next week. I’d like to make reservations for a roundtrip ticket.

T. A.: What day are you planning to leave for London?

В.: On the 12th of March.

T. A.: There are three flights to London on that day - at 10 am, at 8.30 and 9 pm. Do you have any preference about the time of the day?

В.: I’d rather leave at 9 pm I want to get to London early in the morning.

T. A.: I can make a reservation for a TWA flight. Are you going to travel 1st-class or economy?

В.: I prefer economy. How much will it be?

T.A.: 440 dollars.

В.: Are meals and refreshments served on the flight?

Т. A.: Yes, they are.

B.: What’s the flying time?

T. A: Six hours.

B.: What’s the London airport we’ll arrive at?

T. A.: Heathrow Airport. How many days are you planning to stay in London?

В.: Seven days.

T. A: When would you like to fly home from London?

B.: March 22nd.

T. A.: All right. Your name and address?

В.: Boris Brown, 64-42 99th Street, Rego-Parte, New York 11374.

T. A.: And your telephone number?

В.: (718) 439-7286.

T.A.: Will you pay by credit card?

B.: Yes, by Master Card. Number... Valid until January 15, 1993. When can I get my tickets?

T. A.: You’ll have them 2 days before your departure.

II

- I’d like to make a reservation for a ticket to London on or about the first of November. Are there any planes on these days?

- I’ll have a look in the time-table for you and see what is available. What class would you like to travel?

- Economy class, open return, so that I could use it at any time.

- Belavia Flight. N 751 leaves at 11.30 and flies direct.

- All right. - Хорошо.

What’s your name and a telephone number?

- Ivan Borisov, 299-28-93. When can I get my tickets?

- You’ll have them two days before your departure. Don’t forget to confirm the flight.

- All right. Thank you.

III

- What flights are there from London to Vienna tomorrow?

- If you’d like to take a seat, I’ll find out for you.

- I’d like to travel first class, please.

- BEA flight BE 502 takes off from Heathrow at 09.25, and flies direct.

- What time do I have to be there?

- You’ll have to be at West London Air Terminal by 08.10 at the latest.

IV

- I want to fly to Geneva on or about the first.

- I’ll just see what there is.

- I want to go economy, and I’d prefer the morning.

- Lufthansa Flight LH 203 leaves at 9.20.

- What time do I have to be there?

- The coach leaves for the airport at 8.15.

V

- Is this Mercury Airlines counter?

- Yes, it is. May I help you?

- I’d like to check my reservation for today’s flight to Mexico City.

- May I see your passport and ticket?

- Is everything in order?

- Yes, it is. Where is your baggage?

- It’s over there.

- Very well. It weighs exactly thirty pounds.

- Do I get a baggage check?

- Yes, you do. Here it is. Now go to gate number seven. Your flight number is 326.

- What time does the plane leave?

- At 4.30.

**Dialogue№21**

**On board the plane**

- Excuse me. Is it possible to have another blanket, please? I am a little cold.

- Sure. Would you like just one or two?

- One will be enough I think.

- OK. I’ll be right back with your blanket. Would you like anything else?

- Yes. Can I get something to drink too?

- Sure. We should avoid dehydration during these long flights. What would you like to drink?

- I’d like some orange juice, please. And no ice in it, of course.

- Oh yes. I’ll bring it to you in a minute. By the way you can unfasten your seat belts. It is safe to do so now. And why did you put this bag under your seat? I think it is very uncomfortable for you. You should put it on the shelf above your seat, into the locker.

- OK, thanks. I will do that. Could you tell me how long it’ll take to reach Thailand?

- Well, you know it’s a long journey. We still have 6 more hours before landing.

- Will there be any food before we land?

- Sure. We’ll serve another meal in 3 hours. But if you are hungry I can bring you a little snack if you want.

- Yes, that would be great.

- No problem. … Here you are, sir. And here is an arrival card for the immigration service. Please, fill in this form using black ink before we land.

- Thank you. But I need a black pen. Could you lend me one?

- One moment, please. Another flight attendant will be bringing pens around shortly.

- Thanks a lot.

- Enjoy your flight.

**Dialogue№22**

**In the compartment**

- Hello. Can I have your ticket, please?

- Sure. Here you are.

- Thank you. Is everything OK in here? Are you comfortable?

- Yes, it’s very nice. But can I open the window? It’s getting a bit stuffy in the compartment.

- Well. You can while the train is still on the platform. But when the train leaves you should close it. Don’t worry the air conditioning system will be on.

- Fine. Can I have something to drink, please?

- What would you like: tea or coffee?

- I’d like some tea with lemon, please. And don’t forget the sugar.

- I can also offer you mineral water, chips, biscuits and pastry.

- I think some biscuits would be fine with my tea.

- OK. Would you like to read the latest newspapers or magazines?

- Are they in English?

- Yes, there are some English ones.

- Great. I guess I’ll do that a bit later. Thanks. And when do we arrive?

- The train arrives at 8.15. I will wake you up at 7.15.

- Very well. By the way, what about the bed linen? I’d like to make my bed and have a rest.

- I’ll bring your tea, biscuits and the bed linen in 5 minutes. Have a nice trip!

- Thank you very much!

**Dialogue№23**

**Boarding the train**

- Good evening, sir!

- Hello. Is this the train to Berlin?

- Yes, it is. Can I help you?

- You know I’m a bit confused. I can’t find my carriage.

- Oh, I see. Our carriages are numbered from the head of the train today. Do you have a carriage with compartments, a third-class sleeper or a sleeping car?

- As far as I remember I paid for a third-class sleeper but I can’t find it in my ticket.

- Can I have your ticket, please? Let me see. Your carriage is number 9. Yes, you are right. It’s a third-class sleeper. It’s the next carriage. And I am glad to say that I am a conductor in it.

- You don’t say so! I’m lucky. Do I have an upper or a lower birth?

- Your seat number is 12. It’s an even number, so it’s an upper berth.

- That’s great!  Thank you. How long does it take to get to Berlin?

- It’s an express train, so it usually takes 24 hours with some short stops on our way.

- It’s quite fast. Are there air-conditioners in the carriage?

- Certainly. They are working. You should hurry, sir. Our train is leaving in 5 minutes. The boarding is over, so you should get into the train and put your luggage under the lower berth. Please, keep the ticket with you. I will come to you after the train leaves.

- Ok. Thanks again.

**Dialogue№24**

**Immigration control/passport control**

- Good morning, sir. Can I have your valid passport and your landing card, please?

- Good morning. Here they are.

- OK. Sorry but you are not allowed to use your mobile phone or your camera in this area.

- Sure. No problem.

- Thanks. So... what is the purpose of your visit to the United Kingdom, Mr. Vronsky?

- Tourism and visiting my friends here during my vacation.

- Are you travelling alone?

- Yes.

- Are your friends meeting you?

- Yes. They are waiting outside.

- Do you have a girlfriend here?

- No. They are just my friends.

- How long will you be staying in the UK?

- For two weeks.

- Where will you be staying? Do you have any hotel reservations?

- I’m going to stay at my friend’s place. He lives in an apartment. This is his address in Brighton.

- Are you going to work here?

- No. Just tourism, sightseeing and visiting my friends.

- Do you have a return ticket?

- Yes. It’s for August 15th.

- May I see it?

- Sure. Here it is.

- Thank you. What’s your job?

- I’m a wholesale trader at a building materials warehouse.

- How much money are you bringing?

- I have 3000$ in cash and my credit cards as well. I’m going to cover all my expenses in the country.

- Do you have your recent bank statement with you? May I see it?

- OK. Here you are, sir.

- Have you visited the United Kingdom before?

- No. this is the first time I’ve arrived here.

- Fine. Welcome! And enjoy your stay!

**7. Диалоги экскурсии**

**Dialogue№1**

**A phone call**

Simon: Hello, Natalie?

Natalie: Speaking. Is that you Simon?

Simon:Yes. It`s me. What are your plans for today? Do you remember, I promised to take you for a walk with me and Paula? We could see the greatest places of interest of London.

Natalie: It would be just great! I`d love to!

Simon: So, what about 12 o`clock? We`ll come to your place and pick you up. OK?

Natalie: Sorry, I`m afraid I won`t be ready by 12. I have to go to the post-office. What about 1 p.m.?

Simon: All right. Settled. See you.

Natalie: See you.

**Dialogue№2**

**Sightseeing**

Natalie: Where are we going to?

Simon: We`re taking you first to Trafalgar Square. Trafalgar Square is the centre of modern London. Nelson`s Column stands in the middle of it. Admiral Lord Nelson is a British national hero. He destroyed the French Fleet in 1805 at the Battle of Trafalgar.

Natalie: How exciting! By the way, I heard a lot about Buckingham Palace. Shall we go there?

Simon: Of course, we shall.

Buckingham Palace is the official residence of the Queen. Thousands of tourists from all over the world come to Buckingham Palace every day to see the traditional ceremony of Changing the Guards.

Natalie: Which river is this?

Simon: This is the Thames. London stands on the river Thames. And that is the Tower Bridge. It used to be a prison, but now it is one of the London museums.

Natalie: Are there many places of interest in London?

Simon: Certainly. London is one of the world`s cultural centres. Now we can go to see such places of interest as the British Museum, National Gallery, Westminster Abbey, Saint Paul`s Cathedral, Big Ben, a famous London landmark, and so on. We`ll show you everything you wish.

Natalie: Thank you. I think it is necessary to learn more about the culture of other countries.

**Dialogue№3**

Inga: What are your plans for today, Betsy?

Betsy: I’m having some classes till 2 pm. After that I’m free.

Inga: Great! I can show you around the city then. Moscow downtown is fascinating. I love touring its broad and narrow streets.

Betsy: You mean like having a City Tour?

Inga: Yes, I’ll be your guide for today. What do you say?

Betsy: I think that’s a good idea. I still haven’t seen even a tiny part of this city since I’m here.

Inga: I know. You’re always studying. You need to have a cultural break. We’ll go to the Red Square at first where you can visit the State Historical Museum.

Betsy: I’m fond of history and museums, so that sounds ideal for me. Let’s meet at 2.15 pm at Tverskaya metro station.

Later

Inga: So, how were your classes?

Betsy: It went well. I start understanding some Russian in the streets.

Inga: Let’s head this way towards the Red Square. I suggest simply walking through the main sight of the city center today. Then you’ll be able to find the places you want to visit durign your stay. If we go inside the museum right now, you’ll spend the whole day there and realize that a day wasn’t enough. Moscow museums are huge. They contain vast collections which should be examined thouroughly if you are into arts or history.

Betsy: You’re right. Let’s see the main tourist attractions then.

Inga: After the Red Square we’ll walk towards the Kremlin and then straight to my favourite place — the Old Arbat street.

Betsy: I’ve never heard of this place. What’s it famous for?

Inga: It’s a long pedestrian street, where you can see many talented street artists and musicians. Youngsters show some dance moves there. Elderly men play harmonica or accordion. All in all, the atmosphere is quite authentic. You can buy Russian souvenirs for your friends and family.

Betsy: I’d like to see that place. Are there any cafes or restaurants which we can visit in case we get hungry?

Inga: Yes, lots of. In fact, there are a couple of places where you can try typical Russian food.

Betsy: Great! Let’s go there.

Inga: And I forgot to mention that there are some interesting monuments there. One is dedicated to the most famous Russian poet Alexander Pushkin and his muse Natalya Goncharova.

Betsy: Where else shall we go?

Inga: One of my favourite parts of the city is the area around Kropotkinskaya metro.

Betsy: Which objects are located there?

Inga: Well, the largest and most important church in the country is based there — the Cathedral of Christ the Savior. The building is of rare beauty. There is also the Fine Arts Museum named after A. Pushkin.

Betsy: What type of art is presented there?Бетси: Какое искусство там представлено?Inga: The collection mostly contains pictures of well-known European artists. If you’d like we can go there one day.

Betsy: That would be lovely. I would also like to visit Saint-Petersburg at weekends and see the Hermitage collection.

Inga: It’s not far from Moscow. If you catch a night train, you’ll be there early in the morning.

Betsy: Thank you for showing me around. I wouldn’t have found these places of interest without you.

Inga: You’re welcome. And it’s just a tiny part of sights that can be seen in Moscow.

**Dialogue№4**

Excuse me, could you tell me  how can I find this address?

- Let me have a look… Yes, of course, I know this house.

- Oh, I have luck! I can't find it for two hours.

-Aren’t you a native dweller? Have you come here recently?

-Yes, I’ve come on a mission and I really have to  carry out a personal charge.

-This house is not far from mine, that’s why it’s familiar to me. You need take  bus number 201.

-Will it take a lot of time to get there?

-No, only four stops. You will get off at  “Park Avenu” stop.

-And where shall I do then?

-You will be in front of the crossroad.  Go straight along the main road for another two blocks and then turn to the right.

-Shall I cross the road?’

- No. Keep always the right side. Next you will see a large store. This is a supermarket. By the way, if you need to buy something, you can surely go there. This is the best shop in that area.

- Thanks for advice. I will сertainly do it.

-So, passing by the store, you will see a two-storey  grey building. This is the house you need. If I'm not mistaken, the entrance is directly opposite the store.

- Thanks a lot! Now I will surely find the address I need!

-Not at all. Can I help you with anything else?

- Yeah, if you can, just tell me where the nearest pharmacy is.

-Are you unwell? Shall I call an ambulance?

- No, thank you, you are so kind. I was a little cold yesterday and today I feel sick. I want to buy some pills for the cold.

-Of course, there's a very good pharmacy not far from here. You will find there everything you need. Just turn left the corner and go for one block. The pharmacy can’t be missed. It’s a small colorful building with a beautiful sign on it.

- Thank you a lot for the help. Good bye.

- Good bye. Good luck.

**Dialogue№5**

– Hello! Is this Alice?

– No, it’s her brother Tom. I’ll call her now. Who is asking?

– It’s Mathew, I’m Alice’s classmate.

– Hey, Mathew! What’s up?

– Hey! Everything is great. Listen, would you like to go to the city museum tomorrow?

– Why do you want to go to the museum?

– Well, my cousin is coming to visit us and my mum asked me to show him around. I thought you could join us.

– All right. I have no plans for tomorrow anyway.

— Hello girls! What are you talking about?

— Hey, Sarah! We were discussing where we should go this weekend. Ann wants to go to an art museum but I think it’s so boring!

— This art gallery is very special! It was opened by my father’s friend, and he only collects unique examples of contemporary art.

— Ann, you know that Sarah and I know nothing about art…

— Okay then, what do you propose?

— Hello! Two tickets, please. How much is the admission for students?

— 5 euro. Can I see your student cards?

— Sure. At what time do you close?

— At 6 p.m. Here’re your tickets.

— Thank you!

— Wow this museum is so large! I have never been to such modern buildings!

— Yeah they say that this museum is the most progressive in the world. For example, it only uses rain water, can you imagine? Can’t wait to explore everything!

— Where should we go first?

— I don’t even know. Let’s go to the second floor and see what’s there. I’ve heard that the most interesting expositions of ArtScience Museum of Singapore can be found there.

— Okay, let’s check it out!

— So guys this weekend we’re going to Paris! I already thought of some places so that this tour would be interesting for everyone. On the first day, we will go to Louvre…

— What is it, dad?

— It’s the biggest museum in the world! It has hundred thousands of the best examples of classical art.

— Oh it sounds so boring!

— How can you say that?! Everyone must see Louvre at least once in the lifetime! However, on the second day we’ll go to the Museum of Magic. How is that?

— Fantastic!

**Dialogue№6**

**Red Square**

Olga: Now we are in Red Square. Red Square is the heart of the capital of Russia Moscow. To Moscowites and many other people Red Square is one of the most cherished and beautiful places on the face of the earth.

Jane: This square is really beautiful. What is that wonderful cathedral just in front of us?

Olga: It belongs to the oldest and the most famous cathedrals in Russia. It is St. Basil`s cathedral. You will never forget this cathedral if you have seen it once. The tower to the right of St. Basil`s cathedral is the main tower of the Kremlin. This tower is the symbol of Moscow.

Jane: Is the Moscow Kremlin open to the public?

Olga: It is open to the public every day. And now we also go in.

Jane: I think, the Kremlin means a lot to Russian people.

Olga: You are right. The Moscow Kremlin is the very old historical and architectural centre of the Russian capital. It is also the residence of the Russian government and Russian parliament.

Jane: Where is the official residence of the Russian president?

Olga: His residence is in the State Kremlin Palace. I will show this building later. The national flag of Russia is flown above the Kremlin palace.

Jane: Is that the building of the State Kremlin Palace?

Olga: Yes, that is it.

Jane: What is this impressive building used for?

Olga: International conferences, congresses, festivals, public meetings, theatre performances are held here.

Jane: Thank you for the wonderful tour. Moscow is for me like a large open-air museum. The Kremlin is the most attractive sight in this museum.

Olga: You are welcome.

**Dialogue№7**

**Sightseeing around London:**

Mike: Martin, you have to see St. James’s Church, Piccadilly, while you’re here in London.

Martin: Why?

Mike: It’s beautiful, and the famous architect Sir Christopher Wren designed it.

Martin: His name is familiar.

Gisela: I would like to see The Globe.

Marie: It’s really a nice replica of where Shakespeare’s plays were performed.

Gisela: Martin wants to go the Imperial War Museum.

Marie:Or there’s the British Museum.

Mike: And you can visit Madame Tussaud’s.

Martin: What about some place outside of London?

Mike: You could go to Stonehenge. The stones are much bigger than you might expect.

Marie: Or you could go to Brighton. There’s a nice beach.

Экскурсия по Лондону и его окрестностям:

**ВАЖНО!**

**Умение рассказать о своем городе туристам – очень важный навык. Он позволит вам быть хозяином положения и раскрыть свой потенциал в теме, которая вам хорошо известна.**

Для того чтобы провести интересную экскурсию достаточно владеть набором универсальных английских фраз, бегло использовать [**слова-связки**](https://www.wallstreetenglish.ru/blog/%D1%85%D0%BE%D1%82%D0%B8%D1%82%D0%B5-%D0%B1%D0%B5%D0%B3%D0%BB%D0%BE-%D1%80%D0%B0%D0%B7%D0%B3%D0%BE%D0%B2%D0%B0%D1%80%D0%B8%D0%B2%D0%B0%D1%82%D1%8C-%D0%BD%D0%B0-%D0%B0%D0%BD%D0%B3%D0%BB%D0%B8%D0%B9%D1%81%D0%BA%D0%BE%D0%BC-%D1%83%D1%87%D0%B8%D1%82%D0%B5-%D1%81%D0%BB%D0%BE%D0%B2%D0%B0-%D1%81%D0%B2%D1%8F%D0%B7%D0%BA%D0%B8/) и быть готовым ответить на стандартные вопросы. И любить свой город, конечно.

**Simple City Tour**

Любая экскурсия по городу (city tour) начинается с определения её темы. Это может быть общая обзорная экскурсия (sightseeing tour), во время которой вы покажете гостям основные достопримечательности города и расскажете о запоминающихся фактах и важных датах.

Dear guests, Let me tell you about my favorite city and show its historical and architectural sights. / Дорогие гости, позвольте мне рассказать вам о моем любимом городе и показать его исторические и архитектурные достопримечательности.

В рамках обзорной экскурсии уместно показать место основания города, а также самую старую его часть (the ancient part). Гостей могут заинтересовать исторические здания и то, для чего они использовались в былые времена.

Please, pay your attention to this historical building.  In the beginning of the XX century it was Rothschild mansion and now here is a courthouse. / Пожалуйста, обратите внимание на это историческое здание. В начале 20 века это был особняк Ротшильдов, а сейчас здесь располагается суд.

Take a look here! The fresco of this cathedral is made by the famous Russian artist Vasily Vasnetsov./ Взгляните сюда! Фреска этого собора выполнена знаменитым русским художником Виктором Васнецовым.

This is the best observation place of the city. You can admire the view of the river and the embankment from here. / Это лучшая обзорная площадка города. Отсюда вы можете полюбоваться видом на реку и набережную.

Вы можете подчеркнуть исторические факты рассказами об известных личностях, которые внесли вклад в развитие города, а также о значимых событиях. Для этого полезно знать, где находятся памятники, мемориалы и монументы, посвященные памятным датам и местным знаменитостям.

**Основная лексика:**

The city’s attractions – городские достопримечательности

Sightseeing – осмотр достопримечательностей

Observation deck – смотровая площадка

Viewing point – место для наблюдения

historical data – исторические данные

date/ place of foundation of the city – дата/ место основания города

tour of the historical route – экскурсия по историческому маршруту

architectural ensemble – архитектурный ансамбль

the statue/ monument – статуя/ памятник

Maecenas – меценат

memorial (to the victims of repression) – мемориал памяти (жертв репрессий)

**Choose the topic**

Также вы можете выбрать более узкую тему для вашей экскурсии. Например, организовать пешую прогулку (walking tour) по паркам города. Если ваши гости молоды, то будет не лишним захватить парки аттракционов (amusement park).

I propose to make a bike ride of the parks of Moscow and be sure to take a ride on the attractions at VDNKH.

/ Я предлагаю совершить велосипедную прогулку по паркам Москвы и обязательно прокатиться на аттракционах ВДНХ.

Также иностранной молодежи нравится посещать интернациональные арт-площадки, выставочные центры современного искусства или необычные бары. В некоторых городах пользуются популярностью экскурсии по крышам города, по местам скопления уличного искусства или по заброшенным объектам.

After walk, let’s get a look in the famous bar «Квартира 44». International musicians play live there in the evenings.

/ После прогулки давайте заглянем в популярный бар «Квартира 44». Там по вечерам

музыканты играют живую музыку.

Look at this wall! This is the graffiti of Shepard Fairy who is a one of the most influential street artists of our time. His art movement Obey is known worldwide, you know.

/ Взгляните на стену! Это работа Шепарда Фэйри – одного из самых влиятельных уличных художников современности. Его арт-движение Obey известно во всём мире.

Street performers often give performances on this square. / Уличные артисты часто устраивают представления на этой площади.

**Основная лексика по теме:**

Museum of contemporary art – музей современного искусства

Art space – арт-пространство

Cultural center – культурный центр

Exhibition — выставка

Events – события

Street art – уличное искусство

Street performance – уличное представление

Installation – инсталляция

amusement rides – аттракционы

abandoned objects – заброшенные объекты

roof top tour – экскурсия по крышам

**Choose a vehicle**

Для прогулки все средства хороши! Можно не только гулять пешком по центру города, но и перемещаться на велосипедах, самокатах или гироскутерах. Также в городах, в которых есть реки или другие крупные водоемы, можно продумать удачный водный маршрут.

Let’s make a walk on the river tram excursion along the Moscow River! / Давайте совершим экскурсию на речном трамвайчике по Москве реке!

**Лексика по теме:**

hiking – пеший туризм, пешеходная экскурсия

walking tour – пешая прогулка

rent a bike – аренда велосипедов

bike ride – велосипедная прогулка

move on a hover/ scooter — передвигаться на гироскутере/ самокате

hoverboard — гироскутер

river tram excursion – водная экскурсия

cross the lake – пересечь озеро

float across the lake by boat – переплыть озеро на лодке

Let’s use public transport – Давайте воспользуемся общественным транспортом

**Follow the route!**

Перед началом любой экскурсии вам следует составить четкий план, продумать маршрут следования (itinerary). Этот маршрут должен логически соединять желаемые точки посещения, чтобы вам не приходилось возвращаться или делать лишних пересадок, если вы пользуетесь общественным транспортом (public transport).

On this street we will look into a couple of galleries and then take a coffee break. There just is a sweet cafe on the corner. / На этой улице мы заглянем в пару галерей, а затем выпьем кофе. Там как раз есть милое кафе на углу.

**Лексика по теме:**

Turn to the left/ right — поверните налево/ направо

Look to the left/ right – посмотрите налево/направо

Subway/ metro map — схема метро

Follow the route – следуйте по маршруту

Make a transfer – сделать пересадку

Light railway – наземное (легкое) метро

Coffee break – перерыв на кофе

Peek along the way – заглянуть по пути

**Answer questions**

Одно дело – до мелочей продумать определенный маршрут. И совсем другое – знать о городе всё. Не волнуйтесь, от вас этого и не потребуется. Просто будьте готовы к тому, что во время экскурсии вам будут задавать вопросы. И совсем не обязательно они будут касаться исторических фактов.

Конечно, наиболее увлеченные культурой (историей, архитектурой) или просто любознательные (inquisitive) гости будут интересоваться вопросами по теме следования вашего маршрута.

Например:

What is the architectural style of the building of the theater? / Каков архитектурный стиль у здания театра?

As far as I know this is Russian ar nouveau. This style has special characteristics. / Насколько мне известно, это русский ар-нуво. У этого стиля особые характерные черты.

Who is this pedestal dedicated to? / Кому посвящен этот постамент?

What is origins of the creation of this art object? / Какова история происхождения этого арт—объекта?

How ancient is this fortress? / Сколько лет этой крепости?

Но львиная часть вопросов будет посвящена житейским ситуациям и бытовым мелочам.

Советуем вам заранее продумать, как трудности и потребности могут возникнуть у

иностранных гостей во время вашей экскурсии. Ситуативные вопросы могут быть такие:

Could you tell me, please, where I could buy water?

/ Подскажите, где я могу купить воду? Where is the nearest market?

I would like to try local food. / Где ближайший рынок? Я бы хотел попробовать местные

продукты.

Sorry, I need use a toilet. Where I could do this? / Простите, мне нужно воспользоваться туалетом. Где я могу это сделать?

Where can we buy light metro tickets? / Где нам купить билеты на лёгкое метро?

I promised to get a hat from fur of arctic fox. How much can it cost? / Я обещал раздобыть шапку

из меха песца. Сколько она может стоить?

Экскурсия на английском языке по вашему родному городу может стать для вас хорошим

вызовом. Готовясь к прогулке, вы узнаете больше интересных фактов о своем городе и

обратите внимание на места, которые раньше казались лишь частью привычного пейзажа.

А легко ориентироваться в лексике, быстро подбирать слова и адекватно реагировать на

вопросы носителей.

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