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maliyyələşdirilir



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DEUTSCHE ZUSAMMENARBEIT



AZƏRBAYCAN RESPUBLİKASI
TƏHSİL NAZİRLİYİ
PEŞƏ TƏHSİLİ ÜZRƏ
DÖVLƏT AGENTLİYİ



TURİZMDƏ XARİCİ DİLDƏ ÜNSİYYƏT

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“Qəbələ, İsmayıllı və Qax rayonlarının kənd təsərrüfatı və turizm sahələrində dual peşə təhsili və təlimi pilotların yaradılması (EDVET) layihəsi” Avropa İttifaqı (EU) və Almaniya Federal İqtisadi Əməkdaşlıq və İnkişaf Nazirliyinin (BMZ) maliyyə dəstəyi ilə Almaniya Beynəlxalq Əməkdaşlıq Cəmiyyətinin (GİZ) “Cənubi Qafqazda özəl sektorun inkişafı və peşə təhsili və təlimi regional proqramı” (PSD TVET) tərəfindən həyata keçirilir.

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Qeyd 1: Bu kurikulumun hazırlanmasında müvafiq peşə standartından istifadə edilmişdir.
Qeyd 2: Dərgidə istifadə olunan şəkillər açıq mənbələrdən götürülüb.

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GİRİŞ

“Turizmdə Xarici Dildə ünsiyyət “ modulu müasir dövrdə nəzərə çarpan dərəcədə inkişaf etmiş bir sahə olan turizmdə tələbələrə ingilis dilini mənimsətmək məqsədilə tərtib edilmişdir.

Nəyə görə turizm?

Çünki artıq dünyanın hər yerində, eləcə də Azərbaycanda turizm üçün kifayət qədər iş yerləri mövcuddur.

Dil turist təsislərində və ya turistlərlə anlaşımaq üçün çox vacibdir. İngilis dili hazırda beynəlmiləl dildir. Buna görə də turist müəssisələrinin əksəriyyətində işçilərin ölkənin yerli dili ilə yanaşı, həm də dünyanın hər yerində insanların istifadə etdikləri bir dilə çevrilmiş olan ingilis dilində də danışımağı işəgötürənlərin əsas tələblərindən biridir.

İngilis dili müxtəlif ölkələrdən gələn qonaqlar üçün ən əsas ünsiyyət vasitəsidir. Əgər hər hansı bir otdə və ya bir turizm müəssisəsində işə başlayan işçi ingilis dilində xidmət göstərməyi bacarırsa, onda müştərilər də hiss edəcək ki, həmin işçi hərtərəfli bacarıqlıdır və o işinin öhdəsindən layiqincə gələcək .

Bu modul öz karyeranızı başlamaq üçün ehtiyacınız olan dil bacarıqlarına (xidmət zamanı istifadə olunan terminlər, lazımi məlumat, fəaliyyətlər, çalışmaları) yiyələnmək üçün kömək olacaqdır. Bu modulda turizm sektoru üçün əsas terminlər vardır ki, siz bu terminləri hər mövzunun sonunda yazılmış olan fəaliyyətlər vasitəsilə (dialoqlar, rollu oyunlar və s.) daha da yaxşı öyrənmə biləcəksiniz.

“TURİZMDƏ XARİCİ DİLDƏ ÜNSİYYƏT” MODULUNUN SPESİFİKASIYASI

Modulun adı: Turizmdə Xarici dildə ünsiyyət

Modulun kodu: 3

Saatlar və kredit: 134

Modulun ümumi məqsədi: Qonaqpərvərlik, səyahət və turizm sənayələrində ingilis dilində ünsiyyətə qurmağı bacarmaq.

Təlim nəticəsi 1: Turizm və mədəniyyət haqqında ümumi məlumat verə bilir.

Qiymətləndirmə meyarları

1. Turizm və turist anlayışlarını təsvir edir.
2. Azərbaycanın tarixi, coğrafiyası və mədəniyyəti haqqında danışır.
3. Müxtəlif ölkələrin dili və mədəniyyətini qısa olaraq bildiyini nümayiş etdirir.
4. İxtisasa uyğun terminləri cümlələrdə istifadə edir.
5. Qonaqpərvərlik sənayesindəki tendensiyaları internet vasitəsilə araşdırır.

Təlim nəticəsi 2: Yerləşdirmə, qidalanma və nəqliyyat sahəsində terminləri bilir və istifadə etməyi bacarır.

Qiymətləndirmə meyarları

1. Müştərilərə yerləşdirmə müəssisələrini izah edir.
2. Qidalanma müəssisələri ilə bağlı terminlərdən istifadə edərək dialoqlarda iştirak edir.
3. Müştərilərə nəqliyyat xidməti təklif edir.
4. Əyləncə və tədbirlər haqqında müştəriləri məlumatlandırır.

Təlim nəticəsi 3: Xidmət zamanı müştərilərlə ünsiyyət qurmağı bacarır.

Qiymətləndirmə meyarları

1. Qonaq qəbul etməyi və salamlamağı dialoqlar vasitəsilə göstərir
2. Təklif və şikayətləri təhlil edir.
3. Müxtəlif situasiyalarda yaranan problemlərin həlli yollarını tapır

1.1.1. TURİZM VƏ TURİST ANLAYIŞLARINI TƏSVİR EDİR

BİZNES ANLAYIŞI

Vocabulary:

accomodation /əˌkɒm.əˈdeɪ.ʃən/ -n [U] yaşayış yeri, sığınacaq

benefit /ˈben.ɪ.fɪt/ - fayda

convenience /kənˈviː.ni.əns/ - rahatlıq

expenditure /ɪkˈspen.də.tʃə/ xərclər

facility /fəˈsɪl.ə.ti/ - təsis, obyekt, müəssisə

improvement /ɪmˈpruː.v.mənt/ - inkişaf

industry /ˈɪn.də.stri/ - sənaye

restoration /ˌres.təˈreɪ.ʃən/ - bərpa

revenue /ˈrev.ə.nuː/ - gəlir

tour /tʊər/ - tur, səyahət etmək

tourism /ˈtʊərɪzəm -/ -turizm (the business of providing things for people to do, places for them to stay etc while they are on holiday)

tourist /ˈtʊərɪst-turɪst - (a person who travels for pleasure)

transportation /ˌtræn.spəˈteɪ.ʃən/ - nəqliyyat (the movement of people or goods from one place to another.)

travel /ˈtrævəl/ - səyahət etmək (Movement of a person from location to another of some distance for any of several reasons)

trip /trɪp/ - səyahət, səyahət etmək (a short visit for business and pleasure; v , [I] 1.to lose balance after a long walking; 2.to visit)



Tourism is very important for the revenue of some countries. Economically, tourism can create jobs for local people and bring money into the country. Tourism development usually starts with the constructions of hotels, resorts and other places for tourists to stay. In addition, there may be restaurants, night clubs, and recreation

facilities such as golf courses, tennis courts, swimming pools and marinas. Whenever possible, tourism developers prefer to build on the coast, where the hotel will front on a beach and perhaps a coral reef, yet the coast is the most fragile and vulnerable area on an island.

Building roads, airports and docks may be positive as well as negative. Such facilities benefit local people as well as tourists, reducing the isolation of remote areas and increasing the convenience of travel within the country and overseas. Tourism development can thus support useful expenditures that could not be justified for the local people alone.

The social impacts of tourism may also be important. People can have jobs. Most jobs for local people in the tourist industry are as servants, housemaids, waiters, gardeners and other menial work. There also appear a lot of shops and small cafes where people can buy something unusual made by local people or have a snack. These and other social effects may be among the most important long – term impacts of tourism development. Improvements that help tourism, like better transportation, tree planting, restoration of historic sites, urban beautification and cleanliness, also improve the environment for the local population. Tourism development can help to stimulate general community improvement.

Grammar: Present Perfect Tense Form

To make the positive present perfect tense, use:

- ‘have’ / ‘has’ + the past participle
- Make the past participle by adding ‘ed’ to regular verbs (for example, ‘play’ becomes ‘played’)
- There are a few verbs that change their spelling when you add ‘ed’ (for example, ‘study’ becomes ‘studied’)
- We also have some completely irregular verbs (Also, here’s some help if you are not sure how to pronounce ‘-ed’ at the end of a verb).

Positive

I **have played**

you **have worked**

he **has written**

she **has walked**

it **has rained**

we **have travelled**

they **have studied**

Positive Short Form

I **’ve played**

you **’ve worked**

he **’s written**

she **’s walked**

it **’s rained**

we **’ve travelled**

they **’ve studied**

The negative is really simple too. Just put ‘not’ after ‘have’ or ‘has’:

Negative

I **have not eaten** breakfast today

Negative Short Form

I **haven’t eaten**

TƏLİM NƏTİCƏSİ 1

you **have not been** to Asia
he **has not seen** the new film
she **has not played** tennis
it **has not snowed** this winter
we **have not slept** all night
they **have not tried** the food

you **haven't been**
he **hasn't seen**
she **hasn't played**
it **hasn't snowed**
we **haven't slept**
they **haven't tried**

To make a question, put 'have' or 'has' in front of the subject:

'Yes / No' Questions

have I **missed** the bus?

have you **visited** London?

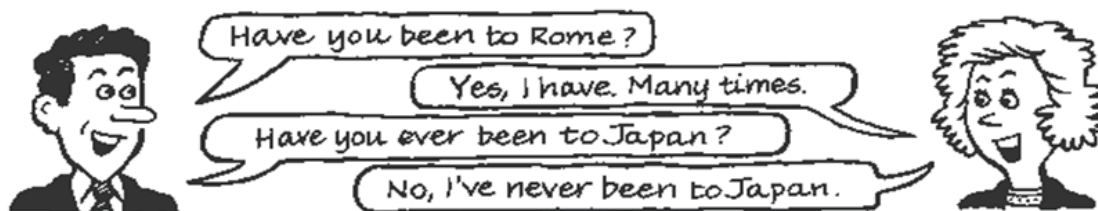
has he **worked** as a waiter before?

has she **met** John?

has it **been** cold this week?

have we **arrived** too early?

have they **studied** English grammar before?



1.2.1. AZƏRBAYCANIN TARİXİ, COĞRAFIYASI VƏ MƏDƏNİYYƏTİ HAQQINDA DANIŞIR

HISTORY AND CULTURE OF AZERBAIJAN

Vocabulary I:

ancient /'eɪn.ʃənt/ - qədim

be situated ('sɪtʃueɪtɪd)-yerləşmək

belief/br'i:li:f/ - inam

bound /baʊnd/-sərhəd ,bağlı olmaq

contemporary/kən'tem.pə.rer.i/ - müasir ,çağdaş

culture \ 'kəl-çər \ mədəniyyət

declare /dɪ'kleɪ/ - elan etmək

entertainment /en.tə'tem.mənt/ - əyləncə (shows, films, television, or other performances or activities that entertain people, or a performance of this type)

expedition /,ek.spə'diʃ.ən/-ekspedisiya, səfər

exclave/'eks.kleiv/ -muxtariyyət hüququ olan yer

foreigner/'fɔ:r.ən.nə/- xarici insan,əcnəbi

hospitable/hɑ:'spɪt.ə.bəl/ - qonaqpərvər

independent /,ɪn.dɪ'pen.dənt/- müstəqil

official /ə'fiʃ.əl/ -rəsmi

opportunity /,ɑ:.pə'tu:.nə.ti/ - imkan, şans

owner/'oʊ.nər/ - sahib

population /,pɑ:.pjə'lei.ʃən/ əhali

prove/pru:v/ - sübut etmək

religion /rɪ'liʒjən/ - din

reveal/rɪ'vi:l/ - ortaya çıxarmaq, aşkar etmək

service /'sɜ:.vɪs/ -xidmət

take care of / teik ker/ - qayğısına qalmaq

tradition /trə'diʃ.ən/ -ənənə

value/'væl.ju:/ - dəyər ,qiymət

Reading:History and the culture of Azerbaijan

Azerbaijan is situated in the Caucasus region of Eurasia and is bounded by Caspian Sea to the east, Russia's Daghestan region to the north, Georgia to the north-west, Armenia and Turkey to the south-west, and Iran to the south. The exclave of Nakhchivan is bound by Armenia to the north and east, Iran to the south and west, and has an 11 km long border with Turkey in the north west. The Constitution of Azerbaijan does not declare an official religion. However, the majority of the population are of Muslim background.

The history of ancient Azerbaijan is built on archeological, ethnographic, anthropological and written historical resources. Archeological funds gave the excellent opportunity to study the history of material culture of Azerbaijan, while ethnographic materials revealed in historical sources and expeditions inform about traditions, culture, former forms of ruling, family relations, etc.



The territory of Azerbaijan is rich with archeological monuments which prove it to be one of the regions of the primitive men's first settlement.

Azerbaijan was an independent nation from 1918 to 1920 but was then incorporated into the Soviet Union. Azerbaijan declared sovereignty in 1991 again. The early years of independence were overshadowed by the Nagorno-Karabakh war with the ethnic Armenian majority of Nagorno-Karabakh backed by Armenia. Armenians controlled up to 20 percent of Azerbaijani territory, including Nagorno-Karabakh itself.



From the time Azerbaijan gained its independence from the Soviet Union and the petroleum boom in the country, the region has been developing fast as a major tourist centre. Every city in the country has got its own related testimonials and experiences, which focus on the region's ancient history. Also with time, new construction projects along with improved technology are coming together to provide a wonderful blend of contemporary services & entertainment and classic Azerbaijani culture & history.

Azerbaijan culture is tightly bound with the history, religious beliefs, national traditions and values of the country. Motherland of Azerbaijan people possessed rich musical and cultural heritage is famous as Land of flames.

Azerbaijan was rich of architectural pieces one of branches of folk art along with works of fine art since ancient times. Maiden tower and Shirvanshahs palace in Baku, Momina Xatun and Yusif ibn Kuseyr mausoleums, created by architect Acami in Nakhichevan, Natavan's home, pictures on walls of Shaki khan palace and other patterns are rare pearls of architecture.

Our national music-mugham has been developing along with literature since ancient times. For instance, mugam developed along with with Eastern poesy.

Azerbaijan people is very hospitable. These customs tell us much about the people who live in this land and their potential. Alexandre Dumas wrote about Azerbaijani hospitality and also of the Caucasus peoples: "If you knock on any door in Azerbaijan, or anywhere in the Caucasus, say that you're a foreigner and have no place to spend the night, the owner of the house will immediately give you his largest room. He and his family will move to the small room. Moreover, during the week, two weeks, or the month that you stay in his house he will take care of you and will not let you want for anything".

Tourist Destinations in Azerbaijan

Vocabulary II

Branch /bræntʃ/ - şaxə, budaq

consider /kən'sɪd.ə/ - hesab etmək

dedicate /'ded.ə.keɪt/ - həsr etmək

destination /des.tə'nei.fən/ -hədəf nöqtəsi, gediləcək yer

feature /'fi:.tʃə/- xüsusiyyət

heritage /'her.i.tʃɪdʒ/ -miras ,irs

historical /hɪ'stɔ:r.i.kəl/- tarixi (connected with studying or representing things from the past.)

monument /'mɔ:n.jə.mənt/ - abidə (a structure or building that is built to honour a special person or event)

residence /'rez.ə.dəns/ - yaşayış yeri (officially staying or living somewhere)

shore /ʃɔ:r/- sahil (the land along the edge of a sea, lake, or wide river)

suppose /sə'pəʊz/ güman etmək (to think that something is likely to be true.)

surround /sə'raʊnd/- əhatə etmək (to be everywhere around something)

tomb /tu:m/ - türbə ,məzar (a large stone structure or underground room where someone, especially an important person, is buried)

tower /'taʊ.ə/ - qəsr (a tall, narrow structure, often square or circular, that either forms part of a building or stands alone)

include /ɪn'klu:d/ ibarət olmaq ,daxildir (to contain something as a part of something else, or to make something part of something else.)

Reading: Tourist Destinations in Azerbaijan

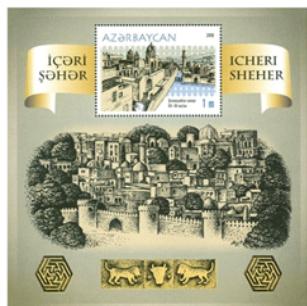
Baku. The Palace of Shirvanshahs

The Palace of the Shirvanshahs, located in Baku, is a UNESCO World Heritage Site built in the 15th century by the Shirvanshah dynasty. This monument is the biggest piece of architecture under the Shirvan-Absheron branch and includes the main building, Diwan Khana, The Mausoleum, The Palace Mosque and The Palace Bath-house. The construction of the palace was initiated under the rule of Ibrahim I of Shirvan dynasty. The Palace is open to visitors from 10:00 am to 5:00 pm.



Maiden Tower (Qiz Qalasi)

The Maiden Tower is one of the most dominant architectural pieces, due to its design and the stories that surround it. Said to be built in the 12th century originally on the shore of Caspian Sea (later due to land reclamation, the tower is no more near the Caspian Sea), it was supposed to serve as a watch tower. But the construction and architecture, points the needle to nearly 2,500 years back. It's an important part of Azerbaijani history considering that it features on the country's currency notes and other documents.



Icheri Sheher

Icheri Sheher or the Old Inner City is the oldest part of Baku and is surrounded by fortification walls dating back to the 9th century. The streets inside the historical core of the city have been designed to block the strong winds coming from the Caspian Sea.

Ganja, Nizami's mausoleum (Tomb of Nizami)

Situated just outside the city of Ganja, the tomb was built in honour of poet and writer Nizami Ganjavi. The monument was rebuilt in 1991 on the existing old structure which dated back to the 1940's. The mausoleum is 20m tall and the area surrounding it displays the poet's books inscribed on metal.



Shaki, Khansarai (The Palace of the Sheki Khans)

Khansarai or The Palace of the Sheki Khans has been the summer residence of the famous Sheki Khans and its palace, gardens and walls has been constructed by Khan Hussein. The palace offers a stunning view of the surrounding mountains and you can also have a look at the tea house, parks and museums nearby the palace.



Quba



Quba, is located on the Qudyal River. The fertile region surrounding Quba is best known for its production of apples and the city area of Quba is known for its fine carpets. Ancient Guba contains at least 134 historical and archeological monuments. These include the temple of Fire-worshippers near Khynalyg village, tombs of Aghbil village dating back to the 16th century, the Mosques Sakinekhanum, Hadjy Djafar and Djuma of Guba which dates back to the 19th century, and the Gumbezli bath house.

The district also has a bust of the state official A.A. Bakikhanov, the monument of great poet Samed Vurghun and a statue of The Unknown Soldier, dedicated to the memory of those killed in the Great Patriotic War.

Khachmaz, Albanian Mosque

Albanian Mosque is an Islamic religious place, built in the 4th century. A similar mosque can be found in Qabala which today is a city in Sheki region, but served as the capital of Albania for past many centuries.

Gabala

Gabala is considered a popular tourist destination due to the combination of a very good spring climate, mountainous landscape, and diverse fauna. There are many world class hotels and resorts, most part of the Qafqaz chain. Natural climatic conditions of the region create opportunities for the development of both summer and winter tourism in the region. The northern side of Gabala belongs to the southern slopes of the Greater Caucasus mountain range, the central part to Alazan-Haftaran valley, the southern part to Ajinohur upland. Furthermore, the highest mountain peak of the republic-Mount Bazarduzu (4466 meters) is situated in this region. Another scenic highlight of Gabala is Yeddi Gozel Waterfall. The name means ‘seven beauties’ due to the seven stages of the falls but also reflecting a classic Nizami Ganjavi story. The waterfall, situated in woodlands west of Vandam, is climbed by thousands of people each year - the lower levels being accessible by stairways. Since 2009, city has been home of Gabala International Music Festival, which included performances from classical and jazz performers

İsmaili, Lahij is one of the most ancient human settlements in Azerbaijan. The Lahij District is located in the Ismayilli region of the Republic of Azerbaijan, on the southern slopes of the Greater Caucasus Mountain Range at a height of 1211 meters above sea level.

During the Medieval Period, Lahij became an important centre of craftsmen in Azerbaijan. Lahij master craftsmen could create forty types of items related to Folk Art. These skilled craftsmen included jewelers, blacksmiths, carpenters, carpet makers, engravers, painters, tanners, shoemakers and bast shoe makers, sock weavers and others. Many valuable examples of the products of these skills are exhibited in famous museums and collections.



1.3.1. MÜXTƏLİF ÖLKƏLƏRİN DİLİ VƏ MƏDƏNİYYƏTİNİ QISA OLARAQ BİLDİYİNİ NÜMAYİŞ ETDİRİR

CULTURE OF DIFFERENT COUNTRIES

Vocabulary:

Accompany/ə'kʌm.pə.ni/- müşayiət etmək

Approval/ə'pru:.vəl/- bəyənmə

Appreciation/ə.pri:.ʃi'ei.ʃən/- qiymətləndirmək, dəyərləndirmək

Applaud/ə'plɑ:d/- alqışlamaq ,alqış

Custom/'kʌs.təm/ - adət

Expect/ɪk'spekt/- gözləmək

Offend/ə'fend/- incitmək,təhqir etmək

READING: Culture of different countries

Each culture have its customs and traditions which can be very different-even shocking-from your own culture. In this article we are going to describe some traditions and customs from various countries which may provide you with food for thought!



In a country like **GERMANY**, you will see people knocking on their table rather than clapping to applaud at the end of a master class or a really good meeting.

Germans are quite organized people but there are times when the reality really doesn't match the expectation. Join a queue in a German supermarket and see what happens when a new checkout opens. They rush to the new queue! If you are not fast enough maybe you can spend more time than expected waiting in line.

Do you like cheese? If so, when you stay with a French host family make sure to spare some space in your stomach for the dessert. In **FRANCE** people tend to enjoy a cheese tasting plate accompanied by a good red wine after meals. Oh! And remember: if you are drinking a red wine and want to change to white wine, please don't pour it in the same glass without cleaning it beforehand, if you don't want to be the laughingstock of the party.

In some **ASIAN COUNTRIES** such as China, Korea or Japan, a sign of approval and appreciation of someone's cooking is to slurp the soup loudly - what is considered rude in most western countries. However, in **JAPAN** don't blow your nose loudly! It is considered very rude. So if you need to clean your nose while you are in the Land of the Rising Sun, do it in privately or turn your back to your companions before doing it. And remember, do it quietly if you want to avoid offending anyone.

Dialogue: Where to travel?



Dialogue

Tourist: I was wondering if you would be able to help me with vacation plans.

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Travel agent: Have you chosen your destination?

T: I don't know where I want to go yet.

A: Do you enjoy warm weather, or are you looking forward to a cooler vacation?

T: A nice temperate climate would be best for me.

A: Why don't you take a look at these brochures that might help you make up your mind?

T: This place looks nice.

A: Have you thought about what you would like to spend on this vacation?

T: I just got a bonus and can spend about three thousand dollars total.

A: I'll be happy to help you make a reservation whenever you decide upon a destination.

1.4.1. İXTİSASA UYGUN TERMİNLƏRİ CÜMLƏLƏRDƏ İSTİFADƏ EDİR

IT IS MY JOB

Vocabulary I:

Bookkeeping/'bʊk,ki:.piŋ/- mühasibat uçotu

internship/'ɪn.tɜ:.n.ʃɪp/ - təcrübə (a company or organization in order to get experience of a particular type of work.)

knowledge/'nɑ:.lɪdʒ/-bilik (understanding of or information about a subject that you get by experience or study, either known by one person or by people generally)

offer/'ɑ:.fə/- təklif etmək (to ask someone if they would like to have something or if they would like you to do something)

position/pə'zɪʃ.ən/- yerləşmə məkanı, mövqeyi (the place where something or someone is, often in relation to other things)

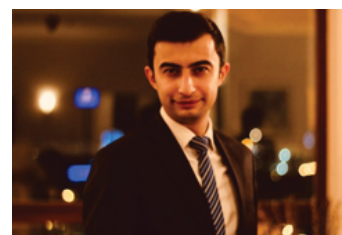
skill/skɪl/- bacarıq (an ability to do an activity or job well, especially because you have practised it)

success /sək'ses/- uğur (the achieving of the results wanted or hoped for)

tremendously/trɪ'men.dəs.li/- möhtəşəm, həddindən çox.

READING: My Job

I'm Khayal Mammadov, currently I am working as Front Office Manager at Intercontinental Hotels Group Holiday Inn Baku hotel. I have a Bachelor of Tourism and Leisure Management and Tourism and Social Cultural Service degree and I am a Master of Tourism and Cultural Services. I have worked hard to develop my professional skills in the area of tourism, hotel management and operation. I started my career at the Landmark hotel Baku as a night



auditor, was in charge of various bookkeeping and front desk duties. I spent wonderful time and gained lot of knowledge. However my life was tremendously changed when I applied for internship and have been selected to spend it in Israel. It was my first international experience in the hotel field, particularly in Food & Beverage department. Moving forward I returned to Azerbaijan and applied for one the biggest at that time international chains Hilton Hotels and Resorts. I have held a position of Guest Service Agent at the Hilton Baku I have developed exceptional skills in operation within Hilton Hotels and Resorts standards and have received strong administrative and organizational experience. I have demonstrated ability to work in a team with leaders across department units and lines of departments. In addition, I have taken a part in benefits of Hilton Baku to be the best hotel in Azerbaijan, and feel the word with the light and warm of hospitality. As a result I was able to grow for position of Assistant to Front Desk Manager. Then, I was offered to change the hotel chain and accepted and now I am managing a team within Intercontinental Hotels Group and driving hotel for success in a very competitive market of Azerbaijan.

The key to my success was a hard work and non-stop questioning. The majority of my knowledge I get from hours of self-development and sleepless nights. I strongly believe that knowledge is a power! I also believe that you should love what you do, because periodically each of us facing with jolts and only believe in your success based on knowledge, experience and love will force you to progress.

Grammar: Past Perfect Tense Form

The **PAST PERFECT TENSE** indicates that an action was completed (finished or “perfected”) at some point in the past before something else happened. This tense is formed with the past tense form of “to have” (HAD) plus the past participle of the verb (which can be either regular or irregular in form):

I **had walked** two miles by lunchtime.

I **had run** three other marathons before entering the Boston Marathon.

NOTE:

The most common mistake with the past perfect is to overuse it or to use it simply because we are talking about a time in the distant past.

For example we would **not** say

The Romans had spoken Latin

but rather

The Romans spoke Latin

Because it simply describes a past event, and not an event before and relevant to another past event.



Vocabulary II:

average /'æv.ə.ɪdʒ/- ortalama, orta

awesome /'ɑ:.səm/-möhətəşəm (extremely good)

challenge /tʃæl.ɪndʒ/ -meydan, çağırış (difficult job)

confident /'kɒ:n.fə.dənt/ rahat (having confidence)

congratulation /kən,grætʃ.ə'leɪ.ʃən/- təbrik, təbrik etmək (something that you say when you want to congratulate someone)

duty /'du:.tʃi/-vəzifə, öhdəlik (responsibility)

forever /fə:'rev.ə/- əbədi (for all time)

reasonable /'ri:.zən.ə.bəl/- məqbul (acceptable)

salary /'sæl.ə.i/- maaş ,əmək haqqı (a fixed amount of money agreed every year as pay for an employee, usually paid directly into his or her bank account every month)



READING: How to Fill a CV form

Lots of our students study English to improve their job prospects, and when you're applying for a job it is highly likely that you will need to submit a CV.

Personal Statement

Employers need to have a reason to continue reading the rest of your CV because it is their job to attract and retain the best employees for their businesses. They have little or no interest in what you want out of your career. They want to know what you will do for them, how will you benefit their business? But most CVs fall into the trap of being too self-orientated.

Employment History

Employers spend more time looking at this section than any other part of your CV. This section needs to answer the following: Why should they hire you rather than another candidate? How can you provide added value to the company? What is unique about you? How can you fulfil their needs?

Education

Job hunting is a buyers and sellers marketplace. You are the seller and employers are the buyers. To make yourself more attractive than your competition, you need to use all the tools in your armoury.

Skills

Make it easy for employers to spot your talents and be clear about what you are offering. Employers refer to this section to determine what they will get in return on their investment in you. Therefore, you need to sell yourself and demonstrate your skills and achievements. Show how you are going to be a positive addition to their workforce.

So you're looking for a job. Searching for jobs is already stressful. It's even more nerve-wracking (stressful) when they finally call you up for an interview. And once you've got the job interview, congratulations.....but now you've got something else to worry about.

READING: Interview for a job

The job interview is English!

Time to panic!

How do I answer this?

What are they going to ask?

What do I say to really impress them and make them choose me?

OK, actually, it's time to calm down and relax.

Don't worry.

Almost everybody who ever goes for a job interview is a little bit afraid... after all, this opportunity could really change your life, forever! Here are some questions that they will likely ask, along with answers to help you rock (do well on) your interview. Instead of saying "goodbye" to your dream job, you can say "hello."

1. Tell me about yourself

After greeting, shaking hands and introducing yourself, the next thing that interviewers are probably going to ask you to do is to talk about yourself.

Now, this might seem easy for you – you've practiced it in your English class so much, but they don't want to hear every single detail. Avoid saying something like: I was born in Beijing. I love playing the computer and surfing the net. or I have two sisters. They don't want to know everything about you. They want to know about you and your career growth; they want to know about you related to the job you're applying for.

For example:

I've been working as a junior chef at a small Italian restaurant for 2 years and my duties included assisting the head chef and preparing salads. I have always been interested in food and cooking which was why I chose to follow this career path. I studied at ***** college, where I gained my first level cooking diploma.



2. Why did you leave your last job?

If you're applying for your first job, this question is not for you.

If you chose to leave your old job, avoid saying anything negative about your old workplace or boss

- You can say the following: I'm looking for new challenges.

- I feel I wasn't able to show my talents.
- I'm looking for a job that suits my qualifications.
- I'm looking for a job where I can grow with the company.

3. What kind of salary do you expect?

Here, they are asking you about how much money you would expect to earn from the job. Be reasonable. Make sure you do your research on the internet about what the average salary is. Do not say I don't know, it makes you sound unsure. Be confident and name your price without selling yourself too short (going for less) or going too high. The truth of the matter is, they already have a salary in mind, but this is their way of checking if you know the industry and if you're aware of your own skills.

Job interviews don't have to be scary. Remember first impressions count, think before you speak, and show your great English skills and give awesome answers to win that job. GOOD LUCK!



1.5.1. QONAQPƏRVƏRLİK SƏNAYESİNDƏKİ TENDENSIYALARI İNTERNET VASİTƏSİLƏ ARAŞDIRIR

TRENDS IN HOSPITALITY

Vocabulary:

Amenity/ə'men.ə.ti/- rahatlıq (something, such as a swimming pool or shopping centre, that is intended to make life more pleasant or comfortable for the people in a town, hotel, or other place)

Correspond/,kɔ:r.ə'spɑ:nd/- uyğun olmaq (to match or be similar or equal)

enhance /ɪn'hæns/- artırmaq (to improve the quality, amount, or strength of something)

Millennial/mɪ'len.i.əl/- minillik (relating to a millennium or to the year 2000)

Pare /pe ər/- kəsmək,soymaq (to cut away the outer layer from something, especially a fruit or a vegetable)

Savvy/'sæv.i/- anlayış (practical knowledge and ability)

READING: Trends in Hospitality

Once long ago, hotels, motels and other hospitality businesses occupied a fairly simple space in people's lives — they were a place for guests to lay their heads away from home. But anyone who's spent time in the hospitality industry in the last several years knows that the role of technology in hospitality businesses has

drastically expanded.

So we're here to share the top communication technology trends in hospitality today. Check them out. Think about which ones make sense for your business. And if you see an opportunity, you can get out in front and begin planning accordingly. After all, in hospitality, every advantage counts.



Here are 5 trends of tourism:

1. Gone are the days of needing to call the front desk or concierge for requests. Today's hotel guests can text hotel staff members on corresponding smartphone apps.
2. Rooms will be more tech-savvy. Keep a look out for high-tech amenities that go beyond in-room iPads and Wi-Fi access. Smart rooms are the next big thing.
3. Millennials will continue to influence hotel design. Pared down rooms and enhanced common spaces will be the norm. Rooms, on the other hand, are getting smaller thanks to both the desires of younger travelers as well as rising real estate costs
4. Resort fees aren't just for resorts anymore. Resort fees, or those small, often unexpected charges on your hotel bill that may include amenities such as in-room Wi-Fi access and on-site parking, are no longer just for resorts.
5. Excellent, Happy Staff Will Be the Key to Success

1.6. TƏLƏBƏLƏR ÜÇÜN FƏALİYYƏTLƏR



- Divide the students into 4 groups and then ask them to write words related to tourism industry as much as they can.
- Ask students to read the text and to note the words which they don't know the meaning. Then the students must find these words definition and use them in the sentences.

TƏLİM NƏTİCƏSİ 1

- Give the students 5 min for reading the text. Ask them to take notes on their copybooks about the benefits of tourism industry.

- Prepare a role play. Choose a student as a journalist and ask him or her to prepare questions to the tourists in a city centre. Other students as tourists from different countries must answer the questions. F.e: Can I ask you some questions, please? What is your name? Where are you from? ...and etc.



- Divide the students into 2 groups. Ask each group to write 5 questions about tourism. Then I change the papers. Each of the groups must answer the questions. At last we read and choose the winner group.

- Get divided the students into two groups. Tell them to write what they have learnt using new words. F.e: I've learnt that...

- Find information about tourism in Azerbaijan. Make a presentation of it.

- Choose questions or write 5 of your own survey questions below. Then talk to 5 students & write their responses.

1. Do you want to preserve deer? Why?

2. What makes you angry when you go to a temple?

3. What is your favorite tourism destination?

a) the beach b) the mountains c) another country d) other

4. Are you polite to the sellers when souvenirs are very expensive?

5. Have you ever been on a horseride? Where?

Write a short report after you have talked to five people. For example:

Most students want to preserve deer because they think they are unique.

Some students said they are angry at a temple when it is too crowded.

A few students said their favorite destination is.....

One student said etc.....

Learn the meaning and pronunciation form of the vocabulary words

- Students must find 10 words from the texts and learn them using them in the sentences.

- Get divided into 3 groups. History, Geography and Culture of Azerbaijan. They must read the texts. Then a leader of each group must present their groupwork. The best presentation of these groups will be the winner.

- Write the names of 10 places of interest or sightseeings of Azerbaijan.

TƏLİM NƏTİCƏSİ 1

Geographical	Historical	Cultural
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

- Each group must prepare 5 questions about their groupwork. Then they will change the papers and answer the questions.
- Which other natural and cultural attractions of Azerbaijan would you present to foreign visitors?
- Imagine a tourist comes and asks you which region of Azerbaijan is good in winter? In summer?
- Why do you think people visit Azerbaijan?
- Read the text attentively. Find 5 synonyms of the words in the texts.
- The students must choose a word that they would like to adopt and do some research on it using the template above.

Word	Meaning	Part of Speech	Example of Usage

Each student then gives a short presentation on his or her adopted word until all the class has had a chance. The below. Be quick though, you get 12 seconds to choose an answer. If you run out of time, you automatically get that question wrong.

- In pairs or small groups, think of as many different reasons why people travel, and write down a reason in a table.
- Use your pen to rotate the location view. When you think you know the answer, click one of the 3 options below. Be quick though, you get 12 seconds to choose an answer. If you run out of time, you automatically get that question wrong.
- Put the names of these cities up on the board and ask students to get into small groups and share any information they know about the cities. If you have images of the cities you could also hand these out or show images using a projector

TƏLİM NƏTİCƏSİ 1

Madrid Dublin Toronto London Amsterdam

• Imagine that they are going to live and work in one of those cities for a year. Tell the students to work in groups and think about things they would like to know about each city before they decide which one to go to.

• Now each student choose one city each to research and they must find out as much about it as they can. If you have access to computers or other information resources in your school, then they could do this in class time. If not, set this task for homework.

• Ask students to get into pairs to write a dialogue on the city where they want to travel. When student A is speaking, student B should write down what they are saying and vice versa. When they have finished the conversation, they should check what each other has written and put the two sides of the conversation together. You could then ask students to perform their dialogues again to the rest of the class, or to swap with other pairs.

• Ask students to write down what they have learned from the Readings, what was the most interesting part. Then speak about it in front of the class.

Now let's compare the countries. Which country is better for travelling and why?

• CONVERSATION CORNER – WHERE IN THE WORLD?



Your Guess:

#1

#2

Where in the world could this be? You have two guesses.	Where could you stay if you visited this place? Think of several options.
Why do you think so? What can you see in the picture?	What kind of animals could possibly live in this environment?
Describe it as detailed as you can. Explain why.	What dangers could you encounter when going there?
How many seasons are there in this place? Name them and say when they are.	Would you like to visit this place? Explain why (or why not)
What kind of temperatures and weather could you expect here?	Name ten countries where you could find similar landscapes.
What kind of clothes would you need when you visit this place? List them per season.	Tell the class where you plan to go for your next vacation and what you can do there.
What kind of activities or sports could you do here? List them per season.	Are there similar places near where you live? Where are they? Have you been there?
How could you get there and how would you get around once you are there?	How do you think local people make a living?
How could you get up the mountains? Think of various possibilities.	What could threaten this seemingly perfect place?

TƏLİM NƏTİCƏSİ 1

- Read the vocabulary.find the opposites of the words in Azeri.
- Give each student a CV form of any hotel.Ask them to fill the paper
- Tell the students to find abbreviations below:

F.e: v-vacant

WTO, TA, FO, O, F&B, SGL (room), DBL (room), B&B, American Breakfast.

Ask the students to find more abbreviations for their professions

- Read about Khayal Mammadov. Then write about the successful career of either your family member or one of your relatives or somebody who you are fond of
- Find information about Thomas Medl, Gordon Ramsey. Who are they?
- Ask students to choose a job out of the words and give reasons why they have chosen this job.

TRAVEL AGENT

HOTEL MANAGER

HOTEL CHEF

EVENT ORGANIZER

HOTEL CONSIERGE

HOTEL ADMINISTRATOR

CONSIERGE



- Write verbs such as to work, to help, to look for, change, to relax....Split the class into two teams. Bring one student from each team to the front of the class and one of them choose an action from the bag. Have both students mime the action to their team.The first team to shout the correct answer wins a point. Repeat this until all students have mimed at least one action.
- Students must find the names of necessary documents for them during applying for a job and also after they find a job.
- What labor rights do you know? Student must share their information about labor rights .At the same time one of the students must write the sayings on the board.
- Ask students to write down new words which they have learned in this paragraph.
- Where do you want to be in 5 years? What are your professional and personal goals?
- Describe your job. Choose the phrases you like from the list below to describe it.

Job Function

I am a ? / My profession is ? / My job is ? / I deal with ? / My duties involve ? / I am responsible for ? / I work closely with ?

Work Environment

I typically / usually work ? / My working hours are ? / I usually work from ? to / I sometimes have to do

overtime?

Education and Experience

To be in my job / to be a ? you have to graduate from ? / To perform my job, it's good to have education / For my job you need ?.

Experience is no needed for this job / You need 3 years of experience / Minimum 2 years of experience are required for my job / You must have at least 1 year of experience in ?

Job Outlook

Employment perspectives for my job are ?

Skills

The desirable skills for my job are ? / Job related skills are ? / This role requires ? / A suitable person for my job must be ? / A perfect candidate for my job must be able to...

- Pair work. Students must read the vocabulary and the text. Then they must ask each other the meaning of a words. the one who doesn't know or mistakes is the loser one. Continue till a winner stays.
- Ask students to find more trends. After it they must write them on the board.
- Get divided into 2 big groups. the first group must write the features of old fashioned hotels in 90s. The second group must write about modern hotels with smart rooms. Then the groups must find the trends which can be applied in this hotels.
- Read the text. Then create your own story.

Tell Your Story, Attract More Customers

Storytelling can help businesses of all types attract more customers, but hotels have a definite advantage. From celebrating weddings, to closing business deals, to enjoying a much deserved vacation, guests are experiencing your hotel and creating their stories day in and day out. Smart hotel marketers leverage these stories to engage and attract new guests.



- Read about the resorts in the text. Then write the similarities and differences between hotels and resorts on the board.

1.7. QIYMƏTLƏNDİRMƏ

Aşağıdakı qiymətləndirmə meyarına əsasən qiymətləndirəcəksiniz:

“Turizm və turist anlayışlarını təsvir edir.”

- Write sentences in Present Perfect Tense Form as much as you can during 10 minutes
- Do you enjoy having tourists in your community? Write an article about it
- Answer the following questions :
 1. How important is tourism in your country?
 2. Do you prefer tourism package tours or do you prefer to plan your own vacations? Why?
 3. Is it better to go to popular tourist destinations or lesser known tourist destinations? Why?
 4. Should a government try to improve domestic tourism or try to attract international tourists instead? Why?
 5. What's the best way to travel when you visit a country? Train, car, bicycle, bus, some other way? Why?
- Use these words in the following sentences: **restoration, improvement, industry, transportation, benefit**
 1. The government is trying to attract _____ to the area .
 2. Billy's work at school has shown signs of _____ this year.
 3. Elise has worked on a number of 19th-century building restorations.
 4. The discovery of oil brought many _____ to the town.
 5. The Government does little to solve the state's _____ problems.

• **Choose match the interview questions with the answers about a collage tourist Nanami from Japan.**

1. How did you live like a local in you study abroad city?
2. How has studying abroad impacted your personal growth?
3. So why Malta? I was always curious in finding out why you decided to study abroad in Malta. Usually students choose the “popular” study abroad destinations like the UK, France, Italy or Australia
4. What are some tips you can give students living abroad for the first time or some words of advice?
 - a) One of my reasons for studying abroad was to learn English. I wanted to live in a place where there weren't many Japanese people like myself because I wanted to be forced to speak English at all times. When your trying to learn a new language it is important to practice as much as possible even if it's difficult at first. I also loved



TƏLİM NƏTİCƏSİ 1

the idea of living in place as uniquely beautiful as Malta.

b) I spent a year living in Malta going to an international school so that gave me a lot of time to explore and learn more about the country. I was the only Japanese girl in my school

c) You learn a lot while living abroad. I advise that you learn more about your own country from before traveling. Many times people you meet while traveling will want to learn more about your culture/country. So it's good to know a thing or two about your country so that you can share your culture with other people. Secondly, never have expectations. Always travel with an open mind. There are many different ways that people live and think. Sometimes it will be very different from what you are used to, but that's the beauty of traveling. And always try to make local or international friends.

d) Studying abroad in Malta was eye-opening experience for me. I admit that sometimes it was difficult to adapt to life in Malta because my Japanese culture was so different from European culture.

Sticking to friends from your own country is comforting but having international friends is one of the best parts of traveling (then you can visit them in their country later!)

- **Look at the words below and divide them into positive, negative and neutral. Give examples and discuss your reasons.**

Polite, tourist attraction, village, argue, agree, embarrassing, angry, polite, lucky, tradition, disadvantages

- **Fill the blanket with a verb in Past Participle.**

1. Who have you _____?
2. What have you _____?
3. Why have you _____?
4. When have you _____?
5. Where have you _____?
6. How have you _____?
7. How much money have you _____?

- **Answer the questions:**

1. Which countries have you visited as a tourist? Which countries would you like to visit? Why?
2. What famous attractions have you seen?
3. Which was your favourite? and why?

- **Assess your progress in this unit Tick ✓ the statement which are true.**

I can understand articles the tourism industry.

I can understand why tourism is so important.

I can describe the positive and negative impacts of tourism.

I can speak about the types of tourism.

TƏLİM NƏTİCƏSİ 1

“Azərbaycanın tarixi, coğrafiyası və mədəniyyəti haqqında danışır.”

- Write the names of the places in the pictures:



- A _____
- B _____
- C _____
- D _____
- E _____
- F _____
- G _____
- H _____
- J _____

1. Have you ever been to any of these places?

2. Where did you go?
3. What did you do?
4. Which city would you like to take a tour in? Why?

- **Choose the correct word in the sentences.**

Services, hospitable, shore, historical, tower, culture

1. There is a ten percent _____ charge included in the bill.
2. We could hear waves crashing against the _____.
3. He studied the _____ of Azerbaijan.
4. The library has an important collection of _____ documents.
5. From the top of the _____, the outlook over the city was breathtaking.
6. With the development of comfortable and _____ hotels and entertainment that could be very largely increased.

- **Write the answers to the following questions?**

1. Are you planning on going anywhere for your next vacation?

If so, where?

Who with?

How long will you stay?

2. Are you afraid of going abroad alone?
3. Could you live in another country for the rest of your life?
4. Describe the most interesting person you met on one of your travels.
5. What was your best trip?
6. What was your worst trip?
7. Did your class in high school go on a trip together?

If so, where did you go?

How long did you stay?

How did you get there?

- **Discuss these statements with a partner. Write T(true) or F(false).**

1. One in fifty of all workers are employed in tourism related industries.
2. The number of international tourism arrivals will more than double till 2020

3. Tourists often worry about international security.

4. Tourism has only had a good influence on the modern world.

• **Which of the pieces of information in this list is not in the dictionary?**

F.e. The word –tourism

Its translation in your language

The phonetic description - /'tʊr.i.zəm/

The part of speech-noun

Use in an example sentences –Tourism is the world’s biggest industry and employs millions of people throughout the world

Related words-tourist

• **Which of the following activities can you do in which place?**

Rent a bicycle, spend some time on the beach, go hiking, visit the city floating markets, visit some of the many temples, go horse riding, visit the capital city, go fishing, play golf, have a view of a waterfall, visit historical monuments, museums, visit Mosques, see forests, fields.

• **Insert a/an or the to complete the sentences.**

1. My friend lives insmall village in Mingachevir.
2. This weekend I am going to write ...letter to a friend of mine.
3. Yesterday was ... hottest day of the year.
4. Where is ... nearest restaurant?
5. Is there ... restaurant near here?
6. What is ... highest mountain in the world?
7. At my school, children like to play football.

“Müxtəlif ölkələrin dili və mədəniyyətini qısa olaraq bildiyini nümayiş etdirir.”

• Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation:

1. TOKYO is an _____ (ultra/very)-modern metropolis.
2. DUBAI is a _____ (comparative/relatively) new travel destination, but it has many excellent amenities.

TƏLİM NƏTİCƏSİ 1

3. One of PRAGUE's most beautiful landmarks, the Hradcany, _____ (sits/located) atop a hill overlooking the city.
4. LONDON has a very good _____ (people/public) transportation system.
5. The beaches of RIO DE JANEIRO are world-_____. (known/famous).
6. The winters in BARCELONA are very _____. (mild/medium).
7. BANGKOK's climate is tropical, so you won't need to bring your _____ (winter/cold) clothes.
8. NEW YORK CITY's _____ (skyline/sky) is amazing. (=incredible, breathtaking, etc.
9. Despite having lots of _____ (ancient/archaic) architecture, ROME is one of Europe's most fashionable cities.
10. BORA BORA is not for travelers on a _____ (budget/budge). (= travelers looking to save money)

- **Choose the correct word: good or well**

1. Max is a _____ singer.
2. She sings the song _____.
3. The steak smells _____.
4. I admire her. She is _____ writer.
5. Her English is very _____.

- **Answer the questions:**

1. What are some things that define a culture? For example, music, language
2. What do you think is interesting about your culture?
3. If you could change one thing about your culture, what would it be?
4. Why do you think culture is important?
5. What do you think is important when visiting another country?
6. Are there people of different cultures in your country? Are you friends with any of them?
7. What other cultures have you met people from?
8. Would you ever consider marrying or dating someone from another culture?

- **Work in pairs. Find the odd one out in each group of words and expressions. Explain the reason for your choice.**

1. punish, discipline, nag, spoil
2. educate, bring up, look after, raise
3. encourage, shame, praise, reward
4. bread, cheese, rice, pasta
5. sit back, shake hands, wave, point

TƏLİM NƏTİCƏSİ 1

6. interrupt, stare, smile, chew gum

7. well-behaved, offensive, polite, courteous

- Look at the dictionary transcriptions of the following cities and countries

Spain, Egypt, Cairo, London, Mexico, Japan, Italy

Write other country or city names that you are interested in.

Complete the sentences using words below.

Earn, Spend, Receive

1. If you _____ more than you _____, you'll get into debt. But if you _____ more than you _____, you can save.
2. The IT manager is one of the highest _____ in the company. His total _____ are twice what I _____.
3. When you are on a business trip you can claim things like travel and hotel costs as _____. But you must remember to get a _____.
4. The travel agency didn't make a profit last year because the _____ was greater than the _____ from customers.

- **Delete the incorrect word and write the correct word.**

1. My brother has gone to study (Chinese, China) in (Chinese, China)
2. My motorcycle was made in (Japan, Japanese).
3. The instructions have been written in (France, Frence).
4. Most of the visitors in our hotel come from (American, America).
5. We have a new guest staying in the hotel. She is travelling on a..... (European /Europe) passport but she has a strong (American / America) accent.

“İxtisasa uyğun terminləri cümlələrdə istifadə edir.”

- Find six pairs of opposite adjectives.

Calm **friendly** **flexible** **extrovert** **Nervous**
Lazy **smart** **shy** **Disorganized** **creative** **confident**
hardworking **Scruffy** **practical** **Organized**
unfriendly

- What is your working style? Look at the questionnaire and tick (✓) the qualities and skills which describe you.

TƏLİM NƏTİCƏSİ 1

QUESTIONNAIRE

I am

Smart	<input type="checkbox"/>	extrovert	<input type="checkbox"/>	hardworking	<input type="checkbox"/>
Flexible	<input type="checkbox"/>	organized	<input type="checkbox"/>	practical	<input type="checkbox"/>
Creative	<input type="checkbox"/>	creative	<input type="checkbox"/>	confident	<input type="checkbox"/>

- Tick ✓ the sentence if it is true. If it is not true then put X in front of it

SKILLS

1. I enjoy meeting new people
2. I enjoy working as part of a team.
3. I like working independently
4. I am good at explaining things.
5. I am good at dealing with people.
6. I can make people relax.
7. I am able to do more than one thing at the same time.
8. I like working under pressure.
9. I know how to use computers and technology.
10. I feel confident about dealing with money
11. I am willing to work long hours.
12. I am good at languages.

- **So you want to work in tourism?**

What do you have to do? What do you need to know?

In most tourism jobs you have to enjoy ____ 1 with people – not just the customers but your colleagues as well. You have to be able to _____ 2 as part of a team. You have to know how to _____ 3, even if you're having a bad day. It's also important to be able to _____ 4 clearly on the phone. In many jobs you need to be at _____ 5 people with different languages and cultures, and you need to be confident about _____ 6 the languages that you know. Sometimes, especially if you work in an office, you have to know how to _____ 7 computers. It's also important to be flexible, and you often have to be willing to _____ 8 long or unusual hours. But most of all you have to like _____ 9 with people.

TƏLİM NƏTİCƏSİ 1

- **Complete these sentences with the correct form of the verb in brackets.**

1. I usually _____ (finish) at five, but today I _____ (work) until eight.
2. We _____ (not have) many guests outside the summer season, but a big conference _____ (take place) this weekend, so we're very busy.
3. Some of the rooms _____ (not have) private bathrooms. Which room _____ (stay) in, madam?
4. I _____ (wait) for a call from the manager. She _____ (want) me to show some important clients our deluxe suites. They _____ (think) of holding a business meeting there.
5. I _____ (work) with computers a lot. Infact, I _____ (do) a special training course at the moment. I _____ (go) to college every Tuesday evening.

- **Match the words with their dictionary definitions.**

1. Encounter

3. Hospitality

2. Experience

4. Welcome

- a) Friendly and generous behaviour towards guests
- b) A meeting, especially one that is sudden and unexpected
- c) A greeting that is given to some body when they arrive, especially a friendly one.
- d) Something that has happened to you, often unusual or exciting.

- **Look at these hote staff titles Say if the people would work in.**

1. The front office
2. Housekeeping
3. Food and beverages

Kitchen assistant

Chambermaid

Concierge

Front office manager

Head chef

Head waiter

Housekeeper

Porter

Receptionist

“Qonaqpərvərlik sənayesindəki tendensiyaları internet vasitəsilə araşdırır.”

- Write the ways of raising incomes of a hotel.
- **Choose the correct variant.**

1. Which sentence is correct?

- a) I would advise you to choose this company.
- b) I would advize you to choose this company.
- c) I would advice you to choose this company.

2. Which phrase would you use to give someone advice in a polite way:

- a) You could perhaps think about stop smoking.
- b) You should stop smoking
- c) You have to stop smoking.

3. Which sentence is correct?

- a) The pilot apologized passengers on the delay.
- b) The pilot apologized for passengers about the delay
- c) The pilot apologized to passengers for the delay.

4. Which sentence is correct?

- a) Please accept a lot of apologies.
- b) Please accept my big apology.
- c) Please accept my deepest apology.

Write an email using the following sentences in the correct order.

1. I look forward to meeting you next week.
2. Our office is located close to the station. The best thing to do is catch a taxi.
3. I am writing to confirm your visit to us next month.
4. Best wishes, John.
5. When you arrive, please ask for me at reception and I will come and meet you.
6. Dear Peter,
7. If you need to contact me, my mobile number is 123 4546.

TƏLİM NƏTİCƏSİ 2

Complete the sentences with one of these prepositions: by, from, in, of, to.

1. Guest numbers have increased 3%, from 100 per month to 103 per month.
2. There was an increase 3% in the number of guests.
3. There was a 3% increase the number of guests.
4. The number of guests last year increased 5000 7500. That is an increase 200 guests.
5. The price of a room has gone up \$110 a room \$120 a room. That is an increase \$10 a room.
6. The price of a room has increased \$10 a room.
7. The price of a room has gone up \$120 a room.

Insert the correct tense

Our guest house..... (open) in October last year. We..... (call) it 'Visitors' Rest'. It..... (be) very near the shopping centre and only a five minute walk from the beach. During the first month we..... (have) fifteen guests. The following month ten businessmen from China and eight Australian tourists..... (come) to stay. The Christmas period..... (be) good for business. In both December and January the guest house..... (be) full to capacity with twenty eight guests each month. Unfortunately February..... (not, be) as good, as guest numbers (drop) by ten. However March..... (be) much better; we (have) three more guests than in February. April and May..... (be) both quiet months for visitors; in each of those months we (have) half our maximum number of guests, mainly from Europe. In June we..... (be) only a quarter full but in July there (be) a conference in Dili, and so guest numbers (shoot up) by fourteen to twenty one. In August we..... (have) nine fewer guests than July and in September we (be) full again with UN officials. That..... (be) a summary of the past twelve months. Our average number of guests..... (be) fifteen, so, overall last year (be) a good year.

2.1.1. MÜŞTƏRİLƏRƏ YERLƏŞDİRMƏ MÜƏSSİSƏSƏLƏRİNİ İZAH EDİR

ACCOMODATION

Vocabulary I:

Amenities /ə'men.ə.tʃis/ - üstünlüklər (useful, desirable or attractive features or facilities of a place or a building)

Budget /'bʌdʒ.ɪt/ - büdcə (the total amount of money available or needed for something)

Conference /'kɔ:n.fə.əns/ - konfrns (a formal meeting of people to discuss shared interests - often takes place

over a number of days)

Facilities /fə'sɪl.ə.ti/ - təsis ,qurum, müəssisə (places or pieces of equipment provided for a specific purpose)

Honeymoon /'hʌn.i.mu:n/ - balayı (A holiday newly married couples go on together, usually immediately after the wedding)

Vacate/və'keɪt/ - boşaltmaq ,tərk etmək (to leave (a place previously occupied))

READING: Accommodation



If you're working in, or thinking of working in the hotel industry, it's important to know the differences between the many types of hotels that exist today. Just as hotel guests compare the facilities and amenities offered by each hotel, before choosing the best fit for their planned vacation or business trip, any potential hotel employee will want to find the work environment that appeals to them the most!

In the past a hotel could be chosen simply by the number of stars next to its name, or the cost of a room. Nowadays there are not only hotels to suit every budget, but also to satisfy the needs of all sorts of different clients. Hotel guests may be families vacationing with children, couples on their honeymoon, single businessmen and women, needing extended stay accommodation, or large groups attending meetings, conferences and exhibitions.

Hostels:

Perhaps the most basic of hotel types is the hostel. Popular with backpackers and travelers on very limited budgets, hostels offer little more than a place to sleep. Accommodation is often in shared rooms with shared bathroom facilities and, if guests are lucky, there may be a kitchen of sorts, where food can be heated and drinks made. For students and young people, more interested in the trip than in where they catch a few hours sleep, a hostel is often seen as a place to meet up with other like-minded travelers, and its lack of comfort is happily ignored.

Motels:

A motel is a simple hotel, designed to accommodate motorists on long trips, who need to break their journey

for a night before continuing on to a final destination. Motels originated in the United States, where they were first seen along empty stretches of the new Interstate Highways. The main feature of their design was the way individual rooms were built facing parking areas and rooms could be entered without having to pass through a lobby, as you would in a hotel. A typical motel room contains one or more beds, a TV, a small kitchen area with refrigerator and microwave, and a bathroom. Guests generally check-in at an on site reception office, pay in advance, and vacate their rooms when they are ready to continue their journey.

Grammar: Passive Voice

Passive voice is used when the focus is on the action. It is not important or not known, however, who or what is performing the action.

Example: My bike was stolen.

Transitive verbs have both active and passive forms:

Someone has cleaned the windows >> The windows have been cleaned

Be careful with the glass. It might get broken.

Peter got hurt in a crash.

If we want to show the person or thing doing the action we use by:

The money was stolen by her husband.

We can use the indirect object as the subject of a passive verb:

Someone sent her a cheque for a thousand euros >> She was sent a cheque for a thousand euros

Some verbs very frequently used in the passive are followed by the to-infinitive:

be supposed to	be expected to	be asked to
be scheduled to	be allowed to	be told to

You are supposed to wear a uniform.

The meeting is scheduled to start at seven.

Vocabulary II

Administration /əd,mɪn.ɪ'streɪ.ʃən/ -idarəetmə (the department of a hotel that deals with the important decision making and money handling, which will include organising staff and other resources)

Bedroom /'bed.ru:m/ yataqotağı (a private room, which contains at least one bed and is available to relax in during the day or sleep during the night-time)

Capacity /kə'pæs.ə.ti/ tutum (the total amount of guests a hotel can cater for at any given time)

Cashier/kæʃˈɪər/-kassir (staff who deal with the immediate handling of money and therefore need to be good with costing and prices)

Chef de partie – experienced and qualified cooks who are in charge of an individual area of the kitchen, which will have responsibility for one part of the menu; the areas are usually starters and salads, main courses and sweets

Feasibly/'fi:.zə.bli/- faktiki olaraq (in a way that could be made, done, or achieved; possibly)

Guest /gest/ -qonaq (a person who pays to stay in a hotel; the staff must take care of them during their stay)

Housekeeper /'haʊs.ki:.pə/-idarəçi,oteldə otaqların xidmətçisi (the manager who runs the cleaning and laundry aspects of a hotel and will organise the duties of chamber maids and other domestic staff.)

Lunch /lʌntʃ/- nahar (the meal which is served at midday, but can vary in size and time depending on which country it is served in.)

Maid/meɪd/ -xidmətçi (the members of staff, who could be found in the housekeeping department or the kitchen, dealing with chores such as cleaning and attending to laundry, but can also be responsible for room service.)

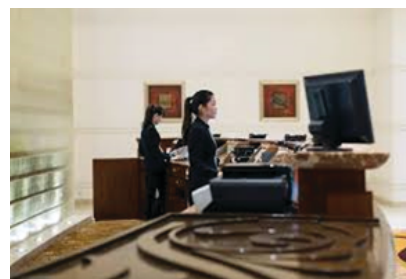
Receptionist/rɪ'sep.ʃən.ɪst/-qeydiyyatçı (a person who might be the first member of the hotel staff to meet a guest; they will work in the lobby behind a front desk and tell the guest which room they have booked and how to get there)

Valet /væ'leɪ/ -bellboy (a member of staff, usually a man, who will help a guest with many different personal services; these services could range from shoe polishing to parking the guest's car)

Waiter/waitress- ofisiant (Staff who work in the restaurant or bar and will bring the guests their orders of food and drink).

READING: Positions in the hotels

Staff positions in a hotel can vary greatly depending on the type of hotel. In general the staff can be placed into three different categories: administration, guest services and support staff. Administration positions range from managers to secretaries. Guest services are the staff that care for the guests directly e.g. maids, waiter/waitress and cooks. Finally, the support staff look after the hotel itself e.g. plumbers, gardeners, and electricians. Managers have probably the biggest range of duties than that



of any other member of staff you will meet. Their roles and responsibilities will depend on the size and type of hotel. Managing Directors tend to deal with the finance and staffing issues surrounding the hotel, while general managers have a more flexible list of duties, which could include working in any area of the hotel. General Managers tend to have job titles which will let you know which area of the hotel is their responsibility. For

example, an Executive Housekeeper will be responsible for the smooth running of the guest rooms. Front Office Managers are responsible for guest reservations while the Restaurant Manager would be in charge of the food and drink provided by the hotel. Sometimes in larger hotels a Convention Manager would be employed to coordinate all activities relating to meetings, these will include meeting with the guests to ensure that the required schedule is correctly planned.

In many hotels managers will have a variety of assistants, whose job descriptions will usually depend on the hotel's size and its capacity. Usually it is the role of the Assistant Manager to employ and arrange the training of new staff, supervise staff and organise the running of their department, e.g. the ordering of supplies. In smaller hotels the Assistant Managers could find themselves filling the position of absent workers. For example, they might have to fill in for the valet and spend time running the valet parking while the usual valet is away. Or perhaps they might have to cover for a maid and prepare bedrooms for guests. Both managers and assistant managers could have a personal assistant and/or secretary. Their job will be to type the entire manager's correspondence and operate an organised filing system for any reports and data. This could even include confidential material about the running of the hotel or personal details about the staff.

A very popular form of employment in hotels is in the guest services departments. Unlike the managerial side of the hotel, the guest service workers do not necessarily require a degree or diploma before they start. Therefore guest services positions are often seen as roles ideal for apprentices. Cashiers, doorman and receptionists are just a few of these jobs.

The biggest employers of a hotel are the housekeeping department and the food service department. A worker could be employed by the hotel as an apprentice in the kitchen but after a few years with hard work



and perseverance could find themselves as a Chef de Partie, running a section of the kitchen, or even a Head Chef in charge of the complete service of food and drink to the guests.

Any building that is used by the public has to be fit for the purpose, and this includes hotels which have Health and Safety Regulations that they need to adhere to. These regulations tend to come in a form of standards which should be found displayed in the hotel in full view of the public.

To keep these standards at a good level then the hotel will need to employ a large variety of support staff; electricians, builders, carpet fitters and plumbers might be amongst the staff. Some smaller hotels, who cannot afford to keep these workers employed all the time, will contract out certain jobs, employing staff from outside of the hotel to complete essential maintenance work.

The quality and quantity of staff employed by each hotel will not only depend on the size and capacity of the hotel but also the prices charged. You would expect first class service if you were paying a high price and

would expect all of your needs to be catered for when and where you required. Some hotels will have 24 hour room service and employ concierges, who will pamper to their guests every request. Other hotels will stop breakfast service at 9am and not serve lunch until 12pm. It all depends on how much a guest is willing to pay and/or what the hotel can feasibly provide.

Vocabulary III

achieve /ə'tʃi:v/- nail olmaq (to succeed in finishing something or reaching an aim, especially after a lot of work or effort)

department/dɪ'pɑ:rt.mənt/- şöbə (a part of an organization such as a school, business, or government that deals with a particular area of study or work)

efficient/ɪ'fɪ.ənt/- səmərəli (working or operating quickly and effectively in an organized way)

purchase/'pɜ:.tʃəs/- almaq (to buy something)

responsible/rɪ'spɑ:n.sə.bəl/- cavabdeh ,məsul (be responsible for sb/sth/doing sth)

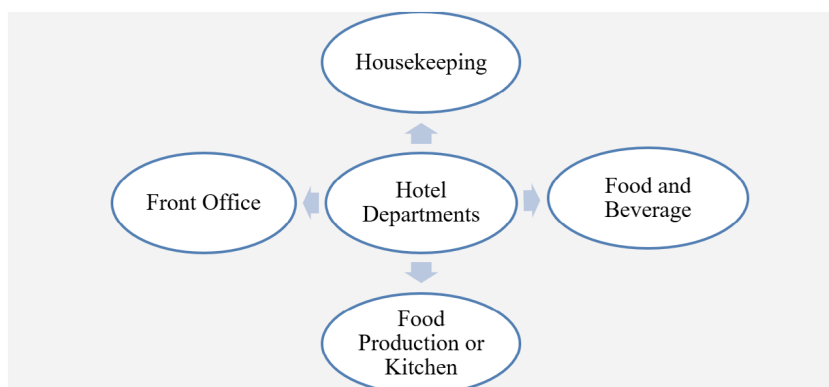
smooth/smu:ð/- kələ kötür olmayan, düzgün (having a surface or consisting of a substance that is perfectly regular and has no holes, lumps, or areas that rise or fall suddenly)

schedule /'skedʒ.u:l/- cədvəl (a list of planned activities or things to be done showing the time or dates when they are intended to happen or be done)

READING: Hotel and its Departments

There are various departments of a hotel which help in the smooth and efficient operation of the hotel. First four departments are the core and important department in the hotel, which are directly responsible for day to day operations.

The major four departments of hotels are:



Housekeeping

Housekeeping staff clean and prepare rooms so that they're ready for the coming guests. Managing a hotel's housekeeping department involves scheduling staff for various shifts and managing cleaning equipment as well as supplies.

Food & Beverage

The staff from this department, more often known as F&B, take care of a hotel's restaurants, bars and in-room dining. F&B managers are responsible for food supplies, customer complaints and the working schedule for wait staff as well as chefs and kitchen assistants.

Food Production or Kitchen Department

Sometimes you'll need to actively sell the hotel's services, be it the room, the food or the conference space. Sales is an art, not a science, so there are no fixed rules. However, a sales person often uses personal and powerful language, and a good salesman knows his products well.

Front Office

The employees at the front desk deal with guests when they check in and check out. Managing a hotel's front office means making sure that rooms are ready when guests arrive. You achieve that through collaborating with (working together with) the housekeeping, reservation and food and beverage departments (which are all described below).

The front office is usually the first contact with a guest, so you want to make a good impression with the use of formal, polite and business-like English.

Besides these there are Sales & Marketing, Event & Banqueting, Finance & Purchasing, Engineering & Security, and Human Resources Departments which are also very important to know.

Food Production or Kitchen.

This is the service of Food made in the Kitchen and Drinks prepared in the Bar to the Customers (Guest) at the Food & Beverage premises, which can be:

Restaurants, Bars, Hotels, Airlines, Cruise Ships, Trains, Companies, Schools, Colleges, Hospitals, Prisons, Takeaway etc.

2.2.1 QİDALANMA MÜƏSSİSƏSƏLƏRİ İLƏ BAĞLI TERMİNLƏRDƏN İSTİFADƏ EDƏRƏK DİALOQLARDA İŞTİRAK EDİR

ACCOMODATION

Vocabulary I:

beverage/'bev.ə.ɪdʒ/ - içki (a drink of any type)

disperse/dɪ'spɜːs/- dağıtmaq (to spread across or move away over a large area, or to make something do this)

extend /ɪk'stend/- genişləndirmək (to add to something in order to make it bigger or longer)

forbid /fə'brɪd/ - qadağan etmək (to refuse to allow something, especially officially, or to prevent a particular plan of action by making it impossible)

friendliness /'frend.li.nəs/- dostluq (being friendly)

manual /'mæn.ju.əl/- əllə idarə olunan (done with the hands)

nevertheless /,nev.ə.ðə'les/ - buna baxmayaraq

prefer /prɪ'fɜː/- üstün tutmaq (to like, choose, or want one thing rather than another)

selection /sə'lek.ʃən/- seçim (the act of choosing someone or something)

therefore /'ðer.fɔːr/- buna görə (for that reason)

EATING AND DRINKING HABITS AROUND THE WORLD

People around the world have different eating and drinking habits. Therefore it is a good thing to be aware of some basic needs of guests from around the world.

The English guest

They prefer an extensive breakfast selection, strong tea, served with cold milk, bottled sauces, a large selection of sandwiches, a good selection of cheeses, vegetables prepared as they would be in England and all kinds of potatoes.

The American guest

The American guest particularly appreciates ice water with every meal, free coffee refills, a large selection of beverages, bread and butter with lunch and dinner.

The German speaking guest

The Austrian, German and Swiss guest prefers an extended breakfast. Besides lunch and dinner, there is a mid-morning break and an afternoon break (with coffee, cakes and pastries).

The Italian guest

He or she particularly likes plenty of white bread and grissini, parmesan, water, wine vinegar and olive oil, lemon wedges with all fish and meat dishes.

The Spanish guest

The Spanish guest particularly appreciates white bread with all dishes, a pitcher of tap water, friendliness towards children, employees' knowledge of Spanish, and consideration of later dining times. The Swedish guest

Swedish guest is used to three meals a day. They prefer flexible mealtimes, fish dishes, water and bread included in the price, a choice of dressings.

The Japanese guest

He or she particularly appreciates a greeting by the host or the service employee. Because Japanese people greet each other by bowing, handshakes should be offered with discretion. They are used to fast service and full dedication from service employees. One should avoid eye contact and be aware of the fact that a Japanese guest is not familiar with food from other countries.

The Chinese guest

The Chinese guest particularly appreciates Chinese cuisine. They usually travel on business and in groups. Therefore the menus are often ignored and the restaurant manager should recommend a variety of courses. Hot towels to clean the hands before the meal and continuous tea service with free refills are expected.

The Jewish guest

Jewish cuisine is originally based on strong religious beliefs. Since Jewish people have dispersed all over the world, their cuisine is heavily influenced by many other cuisines. Nevertheless general rules are detailed in the Talmud, a collection of religious rules written in the 6th century. Their rules divide foods into Kosher (permitted, clean), Treife (not allowed), and Parve (neutral foods, always pure). Since Judaism forbids any kind of work on the Sabbath, meals are prepared in advance and kept warm.

The Middle Eastern/North African guest

In these countries breakfast consists of black tea, fresh pita, white bread, sheep and goat's cheese, black and green olives, hard-boiled eggs, all kinds of nuts and fresh fruit. Lunch usually consists of a light meal, but dinner is extensive. Mohammed's teaching prohibits alcohol consumption. Common beverages are spring and mineral water, fruit juices, milk and ayran, a Turkish yoghurt beverage. Fasting during Ramadan lasts for forty days. It is forbidden to eat during the day. The faithful are allowed to eat from sunset to sunrise.

DURING THE MEAL

If you'd like to get the waiter's attention, the most polite way is simply to say:

Excuse me!

Here are some other phrases you may hear or wish to use during your meal:

Enjoy your meal!

Bon appétit!

Would you like to taste the wine?

Could we have ...?

- Another bottle of wine.

- Some more bread.

- Some more milk.

TƏLİM NƏTİCƏSİ 2

- A jug of tap water.

- Some water.

Still or sparkling?

Would you like any coffee or dessert?

Do you have any desserts?

Could I see the dessert menu?

Was everything alright?

Thanks, that was delicious.

ORDERING THE MEAL

Could I see the menu, please?

Could I see the wine list, please?

Can I get you any drinks?

Are you ready to order?

Do you have any specials?

What's the soup of the day?

What do you recommend?

What's this dish?

I'm on a diet

I'm allergic to ...

wheat

dairy products

I'm severely allergic to ...

nuts

shellfish

I don't eat ...

meat

pork

I'll have the ...

chicken breast

roast beef

pasta

I'll take this

I'm sorry, we're out of that
For my starter I'll have the soup, and for my main course the steak
How would you like your steak?
Rare
Medium-rare
Medium
Well done
Is that all?
Would you like anything else?
Nothing else, thank you
We're in a hurry
How long will it take?
It'll take about twenty minutes

READING: The Food and Beverage Service Employees

The reputation of the restaurant is determined to a large degree by the performance of its service employees. They are in direct contact with guests and responsible for their satisfaction or dissatisfaction. The professional requirements are very high: good manners, a neat appearance, friendliness, a strong constitution and manual skills. In addition it is necessary to have a good memory, organisational and communication skills, and the ability to react quickly. Look at the simplified staff list of a restaurant:

The food and beverage manager is responsible for the restaurant and the kitchen.

The head waiter reports to the food and beverage manager and is responsible for other waiters and waitresses as well as for the specialist wine waiter.

The bar manager reports to the food and beverage manager and is responsible for the bar staff.

The head chef reports to the food and beverage manager, manages the kitchen and is responsible for assistants (sous chefs) and kitchen porters.

Specialist wine waiter. Waiters and waitresses.

READING: Restaurant

Most people **eat out** quite often, even if they like cooking and eating at home. They might eat breakfast or lunch in a **cafeteria** or canteen where they work or study, or go to a café or restaurant nearby. Many people also go out to eat dinner once or twice a week. They might go to a **fast food** restaurant for a quick meal, or go to a proper restaurant if they're eating out with family or friends, or when going on a date. They might go somewhere that serves just one country's food like an Italian or Japanese restaurant, or to a restaurant that serves a particular

type of food like seafood or **vegetarian** food. They might even go to a **high-class** restaurant that serves expensive **cuisine** in a formal setting.

English has become the world's international language, so if you're travelling, studying or working overseas it's the language you'll probably use when eating out. You might use it to **make a booking** and reserve a table, and when you arrive you might be greeted in English by the head waiter or **maitre d'** before being led to your table. Then your **waiter** or **waitress** will probably bring menus in English and tell you about the day's **specials** and answer any questions, also most-likely in English. Some restaurants have expo line.

P.S: The expo line.

The line is the area between where the cooks prepare the food and where the server's area is in the kitchen

READING: Types of Diets

Vegetarian diets continue to increase in popularity. Reasons for following a vegetarian diet are varied but include health benefits, such as reducing your risk of heart disease, diabetes and some cancers.

Types of vegetarian diets

When people think about a vegetarian diet, they typically think about a diet that doesn't include meat, poultry or fish. But vegetarian diets vary in what foods they include and exclude:



- Lacto-vegetarian diets exclude meat, fish, poultry and eggs, as well as foods that contain them. Dairy products, such as milk, cheese, yogurt and butter, are included.
- Ovo-vegetarian diets exclude meat, poultry, seafood and dairy products, but allow eggs.
- Lacto-ovo vegetarian diets exclude meat, fish and poultry, but allow dairy products and eggs.
- Pescatarian diets exclude meat and poultry, dairy, and eggs, but allow fish.
- Vegan diets exclude meat, poultry, fish, eggs and dairy products — and foods that contain these products.

Vegans don't eat foods that come from animals, including dairy products and eggs.

The fruitarian diet is an extreme form of a raw vegan diet. Those who follow a fruitarian way of life eat only ripe fruits, and what they eat is limited to the parts of the plant that does not require killing the plant. One thing that all types of fruitarians have in common is that if at all possible, they eat only organically grown or biologically cultivated fruits. Those who fully embrace the fruitarian lifestyle eat only fruit along with live seeds and nuts. A second type of fruitarian eats about 75 percent raw fruit while the rest of their diet is made up of a raw vegan diet. The difference is that a raw vegan diet includes creative dishes made up of dehydrated foods which can be made into an endless number of dishes.

2.3.1. MÜŞTƏRİLƏRƏ NƏQLİYYAT XİDMƏTİ TƏKLİF EDİR

TRANSPORT IN AZERBAIJAN

Vocabulary:

highway /'haɪ.wɛɪ/ -avtomobil yolu

junction /'dʒʌŋk.ʃən/- kəsişmə nöqtəsi, yollar qovşağı

length/leŋθ/- uzunluq

masterpiece /'mæs.tə.pi:s/- şahəsəri

reside/rɪ'zaɪd/- yaşamaq

orient/'ɔ:r.i.ənt/ -yönəltmək ,yönləndirmək

package/'pæk.ɪdʒ/-paket,bağlama

payment/'peɪ.mənt/- ödəniş

provide/prə'vaɪd/- təmin etmək

underground /,ʌn.də'graʊnd/- metro

vacation/veɪ'keɪ.ʃən/-məzuniyyət

READING: Transport in Azerbaijan

In Baku there reside over 2 million people. Nevertheless, it is easy to get oriented about the city. The prospects and highways of the city are linked to the Heydar Aliyev international airport, a railroad, a car station as well as the sea port. In Baku there are three modes of public transport: subway, bus and taxi services. One of the architectural masterpieces of the city of Baku is ground and underground subway stations. The design of the station contains national motives and reflects the most important events of the country's history. Currently, the subway consists of 23 stations, and the overall length of lines makes up 34.6 km. The services of the subway can be used from 6:00 a.m. to 00:00 a.m.

Airport

The Heydar Aliyev International Airport of Baku is one of the main international airports of Azerbaijan. The

airport is located 20 km to the north-east from the capital Baku and is connected to the city with two modern highways. 'Baku Bus' Airport Express is one of the most convenient means of transport to get to the city of Baku.

Subway

Subway stations in Baku, comfortable and beautiful. Currently the only metro system in Azerbaijan is the Baku Metro, located in Baku, the country's capital. Subway stations in Baku, comfortable and beautiful. New plans to open metro systems in the most populated and developed cities of Azerbaijan were proposed. Sumgayit, Nakhchivan and Ganja all plan to have subway systems in the future.

READING: Tour Operators and Travel Agents



At times there can be confusion about the difference between tour operators and travel agents and what exactly makes them different or what roles they play in the planning of your vacation.

The main difference is that a **tour operator** is responsible for operating and providing your vacation through the contracting, booking and packaging together of the various components of your tour such as your hotel, transportation, meals, guides, optional tours and sometimes flight. Many tour operators are considered land only operators and focus on the aspects of your package once you have arrived in your destination.

Travel Agents hold the role of selling and administering packages from various tour operators to their personal clients based on what they're looking for and what package suits each client best. While many tour operators focus on a select concentration of destinations most travel agents can specialize in a range of destinations and then they can help you narrow down a package for that specific destination or area you are looking to travel to based on your budget, preferred method of travel and interests. Travel agents will then work directly with the tour operator to perfect your requests and provide the tour operator with the information and payments they need.

Dialogue

Mr Bean: - Please tell me how I get to your apartment?

Mrs Smith: - Are you coming by car or by bus?

Mr Bean: - I am coming by car.

Mr Bean: - Please could you tell me the easiest way of getting to your apartment?

Mrs Smith: - Take the M6 to Manchester and come of at junction 6

Mr Bean: - Manchester can you spell that for me

Mrs Smith: - M-a-n-c-h-e-s-t-e-r

Mr Bean: - Thanks

Mrs Smith: - OK, then turn right at the roundabout and take the first left my house is on the left next to the local food store.

Mr Bean: - Is that the quickest way of getting to your apartment?

Mrs Smith: - Yes, it is the quickest way by car.

Mr Bean: - Would you draw me a map please I don't know the area.

Mrs Smith: - Yes.

Mr Bean: - Thanks.



2.4.1. ƏYLƏNCƏ VƏ TƏDBİRLƏR HAQQINDA MÜŞTƏRİLƏRİ MƏLUMATLANDIRIR

HOTEL ACTIVITIES AND ENTERTAINMENT

Vocabulary I:

Arcade /ɑ:r'keɪd/- bazar

Competition / ,kɑ:m.pə'tɪʃ.ən/- yarış

Countless/'kaunt.ləs/- saysız hesabsız

Dart /dɑ:rt/- mizraq, dart oyunu

Diving/'daɪ.vɪŋ/- suya tullanma

Enjoyful/'ɪn'dʒɔɪ.fəl/- çox xoşbəxt ,əyləncəli

Influence/'ɪn.flu.əns/- təsir, təsir etmək

Memorable/'mem.ər.ə.bəl/-yaddaqalan

Playpen/'pleɪ.pen/- uşaq parkı uşaq baxçası

Verdant/'vɜ: .dənt/-yaşillıq

READING: Hotel Activities and Entertainment

There are several activities at the hotels e.g. table tennis, tennis, basketball, volleyball, mini football field,

aerobic, dart, water polo, water aerobics, other pool activities, various tournament and competitions, fitness center. Water sports, diving course, internet cafe, video game arcade and billiard are for a fee.

At some hotels special to the children; the youngest guests of the hotel may spend joyful time at playpens, verdant garden, and at Mini-club, with the special entertainment team.

Children's fun also continue through the evening at open air theatre and kids disco.

There are free classical movies every day in the private theatre of some hotels.

When you book Christmas entertainment every year, it's easy to run out of ideas. Winter holiday season at hotels and resorts is characterized by a high number of repeated guests: spending their holidays at the same resort often becomes a tradition within families. This is why it is especially important to offer Christmas entertainment that has never been seen before and that can create a memorable experience for guests to influence them to come back next year.



In generally, sport and recreation, indoor entertainment, kid'sentertainment, entertainment for adults are for everyone. Most people at the hotels prefer sauna or fitness and SPA center.

Hotels near the sea have the opportunities as windsurfing, diving.

For fun and recreation, there are countless activities designed for children.

Vocabulary II:

Celebration /sel·ə'breɪ·ʃən/- qeyd eləmə,mərasim

Former /'fɔ:r.mə/- köhnə

Local /'lou.kəl/- yerli

Majority /mə'dʒɑ:.rə.ti/- əksəriyyət,çoxluq

Persimmon /pə'sɪm.ən/- xurma

Plenty /'plen.ti/- çoxlu

Pray /preɪ/- dua etmək, ibadət etmək

Struggle /'strʌg.əl/- mübarizə etmək

To honor /'ɑ:.nə/- layiq görmək ,şərəfləndirmək

READING: Holidays and Events in Azerbaijan

There are several Azerbaijan holidays and events throughout the year. The busiest month is May, largely because

Ramazan Bayram

Ramazan Bayram (Ramadan) is internationally known as ‘Eid Ul Fitr, which sees an entire month of fasting, ending on the day of the full moon. Sweets and gifts are exchanged between Azerbaijan family members and friends. The two-day celebration is lively and interesting with people flocking to the mosques to pray. They greet each other with ‘Eid-Mubarak,’ which means ‘May you enjoy a blessed festival.’

Novruz Bayram

The New Year of the Zoroastrian, Novruz Bayram is considered a public holiday in Azerbaijan. Traditionally, a novruz table is adorned with candles, colored eggs, dry fruits, and sweets. Foods that start with the letter‘s (such as sumakh, sir, sabzi, sib, serkeh, and sonbol) are served. The center of the table is never without a bowl of goldfish because it is believed that when the New Year comes, the goldfish will face north.



Pomegranate Festival is

an annual cultural festival that is held in Goychay, Azerbaijan. The festival features Azerbaijani fruit-cuisine mainly the pomegranates from Goychay. At the festival, a parade is held with traditional Azerbaijani dances and Azerbaijani music. There are also several competitions such as the biggest pomegranate or pomegranate eating competition. Festival usually takes place in October.

Persimmon Festival

Balakan region where the production of persimmon is considered to be one of the traditional fields, will host this delicious event in November. The festival will feature a wide range products made from persimmons. Thanks to valuable historical, traditional and climatic conditions as well as soil properties, almost all fruit-bearing species grow on the territory of Azerbaijan. The country is one of the major producers and exporters of persimmon, and has a great potential in this field.

Jam Festival

Azerbaijanis, in general, are renowned for having a sweet-tooth. And who can blame them when the nation has desserts sought after all over the world. Could there be a “sweeter” and more colorful festival to visit than a festival of jams in Gabala. Jam producers from all over the country and abroad arrived in the city bringing with them hundreds of varieties of natural marmalades and jams.



Uzeyir Hajibayli International Music Festival is held in September, since 2009, in Azerbaijan. Musical events are held in several cities of Azerbaijan, and the main ceremonies take place in Baku.

Since 1995, September 18 (Uzeyir Hajibeyov's birthday) was celebrated as National Music Day in Azerbaijan.

Gabala International Music Festival is an annual festival of classical music held every summer beginning in 2009 in Gabala, Azerbaijan. At this festival, musicians perform in the open air. Participants have included musicians from Europe, the US and Israel, as well as musicians from republics of the former USSR.



Vocabulary III:

Complication /kɑ:m.plə'keɪ.ʃən/- fəsad, mürəkkəblik, dolaşılıq (something that makes a situation more difficult, or the act of doing this)

charity /'tʃer.ə.ti/- xeyriyyə (a system of giving money, food, or help free to those who are in need because they are ill, poor, or have no home, or any organization that has the purpose of providing money or helping in this way)

equipment /i'kwɪp.mənt/- ləvazimat (the set of necessary tools, clothing, etc. for a particular purpose)

ensure /ɪn'ʃʊr- təmin etmək, sığortalamaq (to make something certain to happen)

exhibition /,ek.sə'bɪʃ.ən/- sərgi (an event at which objects such as paintings are shown to the public, a situation in which someone shows a particular skill or quality to the public, or the act of showing these things)

fair /feər/- 1) yarmarka 2) ədalətli

fashion /'fæʃ.ən/- dəb (a style that is popular at a particular time, especially in clothes, hair, make-up, etc.)

freelance /'fri:læns/- sərbəst iş qrafikli, müddü

fundraising /'fʌnd,rei.zɪŋ/- ianə, xeyriyyə aksiyası

gig /gɪg/- səhnəyə çıxmaq (a single performance by a musician or group of musicians, especially playing modern or pop music)

layout /'leɪ.aʊt/- tərtibat, sxem, planlaşdırma

launch /lɑ:ntʃ/ - başlamaq

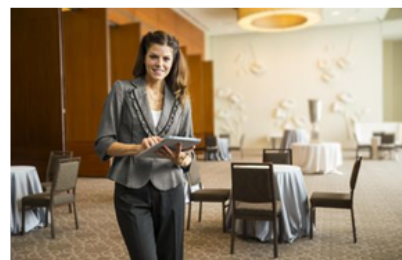
READING: Organisers of Events and Holiday

Event organisers are the people that plan and organise events of various kinds, from industry exhibitions, academic conferences, business seminars and careers fairs, to product launches, gigs, film festivals, fashion shows and charity fundraising events.

TƏLİM NƏTİCƏSİ 2

Primarily employed by events management companies, event organisers tend to work with a range of clients across the public sector, private sector and third sector. However, some event organisers may work in-house for large multinational corporations, while others work on a freelance basis.

If you enter this profession, you're likely to take on a vast range of responsibilities to make sure that the events you organise are the best they can possibly be. Your aim will be to organise everything in the most efficient and cost-effective way, while still ensuring that the event has the necessary 'wow factor'.



Firstly, you'll be liaising with your client to understand their wants, needs and special requests for the event. Following this consultation period, you'll be conceptualising, planning and organising events from start to finish in accordance with your client's requirements.

To make sure everything runs smoothly, you'll be selecting venues, preparing them for the event and setting everything up. Furthermore, you'll be managing staff and hiring volunteers, as well as coordinating various suppliers to provide the event with all the necessary bits and pieces, such as security, lighting, displays, sound equipment, stages, parking, toilets, food and drink.

You'll be in charge of designing the layout and schedule of the event, commissioning companies to produce event guides, tickets and pamphlets and carrying out marketing activities to promote the event with the help of PR professionals and marketing executives.

The budget for the event will also be your responsibility and you'll be the 'go-to' guy or girl if any problems or complications happen on the day. When you're not actively working on projects, you may also be tasked with carrying out market research, identifying business opportunities and making presentations to clients in order to win new contracts.

2.5. TƏLƏBƏLƏR ÜÇÜN FƏALİYYƏTLƏR



- BRAINSTORM YOUR IDEAS
- Read the text about Accommodation. What other types of accommodation do you know?
- Get divided into 2 big groups. learn the vocabulary well. then the leader of the groups will come to the board and ask the meanings of the words from the other group. during 10 minutes the winner will be the group which has more true answers.
- What kind of hotel would you prefer to stay in if you were on a business trip?

Design a new mid-budget business hotel. Decide on the basic concept of your "product".

Atmosphere: large, streamlined and modern or small, traditional and intimate, or a new concept

Location: city centre, out of town or in a quiet side street?

What kind of people do you want to come to your hotel?

The staff: will there be a high ratio of staff to guests or will there be an emphasis on self-service?

What facilities will you offer?

- Ask students to imagine they are going on a dream holiday and ask for suggestions for a destination. Establish they are at this destination now, on holiday. Ask them to suggest what they have been doing during their stay, who they are with and how the holiday has been going. Either ask for volunteers or select two confident speakers and ask them to come to the front of the class. Clear desks to give them plenty of space. Ask your two volunteers for their (role play) names and write these on the board. Then ask them the name of the hotel they are staying in and the room number. Write these on the board as they will be needed later!
- Tell them they have returned to their room to find that their passports are no longer in the drawer where they left them. Encourage them to actively search for the passports but don't allow them to find them. Then ask them to say what they would do next.

When they give you an idea e.g. call the reception, indicate that they have to choose another student in the class to be the receptionist. The three students then play out the scene and decide what they'll do next e.g. call the manager, the police etc. The student then chooses someone else in the class to be the next character and the first three students include the next student in the role play.

- The students soon get the idea and more and more characters are called e.g. the cleaner, a witness (guest in next room), a journalist etc. As the role play develops the teacher is there to help manage decisions and guide students when they have difficulties, but in general the important decisions are left up to the students.
- While the role play is going the teacher makes a note of language errors and also notes down language and phrases that are missing or wrong in terms of polite communication. This could be, for example, phrases such as: I'm sorry to disturb you but... Or Would you mind telling me... Or any other language the teacher feels might help the communication go more smoothly. Once the role play has come to a natural end the teacher can go through the language on the board and practise any pronunciation points with the students
- Write down hotel vocabulary as much as you can on the board.
- The following people are looking for an accommodation to stay at while they are away from home. Recommend something to each of them. Don't forget to give reasons for your choices.

Accommodation Wanted

Chiara and Filippo are University students from Italy. They are planning to spend some days in England. They would like to find a low-budget accommodation for their stay. They are planning to leave early in the morning and return to the accommodation in the evening hours, after exploring the famous sights.





Jim and Julia are getting married this summer. After getting married they would like to go on honey moon. They are planning to spend a few days on a tropical island. Money doesn't count-their parents are going to pay for the holiday.

Allison is a sales rep. She travels around the country by car selling cosmetic products. Next week she is going on a longer business trip and she wants to find a cheap accommodation where she can stay for one night. Parking facility is very important to her.



Peter and Susan have two children (8 and 10 years old). They are planning to go on a low-budget weekend. They would like to find an accommodation close to nature. They are planning to go fishing and hiking.

- Give 10 minutes for writing words related to nutrition
- How do eating and drinking habits of Azerbaijani people differ from eating and drinking habits of people from other countries?
- Describe eating and drinking habits in Baku and in the region you come from
- Complete the waiter's

WAITER: (Evening)

CUSTOMER: Good evening.

WAITER: (Four?)

CUSTOMER: Yes, please.

WAITER: (Aperitif?)

CUSTOMER: No, thanks.

WAITER: (Menu?)

CUSTOMER: Thanks.

WAITER: (Order?)

CUSTOMER: Well, I'm not quite sure what to have.

WAITER: (The pork?)

CUSTOMER: All right. I'll have that.

WAITER: (To start?)

CUSTOMER: Carrot soup, please.

WAITER: (Wine?)

CUSTOMER: Yes. A bottle of house white, please.

WAITER: (All right?)

CUSTOMER: Yes, thanks. It's delicious.

WAITER: (Dessert?)

CUSTOMER: Chestnut gâteau for me, I think.

WAITER: (Coffee?) CUSTOMER: Yes, thanks. That would be nice.

- Work in 3 groups. Write about the food and drink:
 1. Traditional favourites in Azerbaijan.
 2. Regional specialities.
 3. Popular food from other countries
- Write the receipt of your favourite meal in English.
- Work in pairs. Think of two typical dishes from your country. Discuss how you would explain them to the customer. Use the following phrases.
It's a kind of ... It's made with ... It's a bit like ...

Example questions:

1. What kind of restaurant do you like?
2. Do you like Italian food? Why/ why not?
3. What do you prefer?
 - a) eating at home
 - b) eating out
 - c) going to a dinner party
4. How often do you eat fast food?
5. What do you like to order at your favorite restaurant?
 - What do we eat? Look at the categories of food below. Give at least three more examples for each category:
 1. Fruits: apples, ...
 2. Vegetables: carrots, ...
 3. Cereals: corn, ...
 4. Dairy products: cheese, ...
 5. Meat: mutton, ...
 6. Poultry: goose, ...
 - Write the word "transport" in the centre of the board. Ask the students to write words related to this word.

TƏLİM NƏTİCƏSİ 2

- Read the vocabulary of transport. Ask the meaning of 5 words from your partner. Then he or she must ask the words from you.
- Students can collect images of different types of transportation and add them to the following scheme.
- Choose the synonyms and antonyms from the texts.
- Which means of transport can we use?
Describe your personal experience when using different means of transport.
- Students will review transport vocabulary, interview each other about the transport they usually use, read a text about travel issues in Azerbaijan and also write some questions to measure their classmates' carbon footprints. Finally they will need to design their own environmentally-friendly transport of the future.
- Imagine a foreign tourist wants to go from the centre of Baku to
 1. an island near Baku
 2. Khinalig in Guba
 3. Georgia
 4. USA.

Get divided the student into 4 groups. Give each of them a variant. They must write the cheapest and the fastest way of travelling to these destinations.

- Ask the students to draw a person who has a tourism job such as travel agent, tour operator, chef cook, receptionist, and so on. Ask them to give the person a name. Then on the top left of the page ask them to write five adjectives to describe the person's appearance. Next ask them to write five more adjectives to describe the person's job skills. After they've done this ask the students to write three things that the person does during worktime. Then ask them to write where the person works. In this way they build up a character profile for the person they are going to write about.

- In pairs, prepare a tour of an area you know well.

You must take the following notes:

- Things to remember at start
- Top visual Priority-description
- Must tell-story or anecdote
- Getting off reminders

- Find the meaning of the new words in Azeri.
- Look for the words which have more meanings. find 5 words at least. F.e: fair-1) right 2) pale 3) quite large.



TƏLİM NƏTİCƏSİ 2

- Prediction—imagine you are phoning a hotel to ask about room rates. Write down phrases and vocabulary you would expect to hear or say.
- Get divided into 2 big groups. The 1st group must organize Novruz holiday, and the 2nd group must organize Christmas holiday at the hotel. Ask them to prepare a presentation.
- Guess which holiday do you like most? Find out the most interesting holiday in the world
- Each student writes the letters from A to Z on a sheet of paper. Challenge students to search nouns from the texts that begins with each letter of the alphabet.
- Write the list of skills which an organiser must have and explain why?
- Fill the KWL chart.

What I Know about ...	What I Want to find out ...	What I Learned about ...

2.6. QIYMƏTLƏNDİRMƏ

Aşağıdakı qiymətləndirmə meyarına əsasən qiymətləndirəcəksiniz:

“Qidalanma müəssisələri ilə bağlı terminlərdən istifadə edərək dialoqlarda iştirak edir”

- With the help of the dictionary explain the meaning of the following words:

Freshness

Selection

Quality

Presentation

Friendly

Prompt

Attentive

Cleanliness

TƏLİM NƏTİCƏSİ 2

- Choose questions from above or write 5 of your own survey questions below. Then talk to 5 students and write their responses.

Write a short report after you have talked to five people. For example: Most students like Japanese food because they think it's healthy & delicious. Some students like to eat Italian food. They like spaghetti. A few students said they prefer going to dinner parties because..... . One student said etc.....

- Fill in each blank with the correct word. If both words can be used, choose the one that sounds more natural in each situation:

- Are you _____ (prepared/ready) to order?
- I'm sorry, we're fully/completely _____ (booked/baked) (we have no free tables) right now.
- I _____ (recommend/request) the vegetarian chili.
- We can _____ (substitute/subtract) the bacon for cheese, if you like. (We can give you cheese instead of bacon)
- Are you _____ (prepared/ready) to order?

- Use the following words in the columns below
Potato, shrimp, squid, beef, watermelon, water, lamb, lemonade, turkey, cheese, tuna, salmon, tomato, milkshake, crab, bread, grapes, apple, egg, orange, soda, mussels, yogurt, sugar, kangaroo.

Vegetables	Seafood	Meat	Fruit	Drinks	Diary	Other

- Choose the correct variant.
- Can I _____ anyone in a cold beverage to start?
 - bother
 - interest
 - interact
 - Has everyone _____, or do you need a few more minutes with the menu?
 - choosed
 - decided
 - picked

3. Would you like to hear today's _____?
- a) specials
 - b) seasons
 - c) leftovers
4. Is anyone interested in soup or salad as an _____?
- a) alcohol
 - b) a la mode
 - c) appetizer
5. How would you like your steak _____?
- a) poured
 - b) cooked
 - c) to look
6. Is there anything else you'll be _____?
- a) needing
 - b) needed
 - c) to need
7. And how is everything _____?
- a) so far
 - b) so good
 - c) so fine
8. Are you all _____ with your first course?
- a) great
 - b) complete
 - c) finished
9. Did anyone _____ room for dessert?
- a) serve
 - b) save
 - c) get
10. Is this all together, or would you like _____ bills?
- a) some
 - b) other
 - c) separate

TƏLİM NƏTİCƏSİ 2

“Müştərilərə yerləşdirmə müəssisəsələrini izah edir.”

• Read the following text and decide whether the sentences in the table below are true (T) or false (F).
Welcome to Spain and La Manga Club. Your villa has been cleaned by our staff and we hope you find everything to your satisfaction. If not please ring us on 0034 699794 283 so we can put it right. A welcome pack has been left for you, some in the fridge and some here. This is designed to help you until you can get to the shops. As your stay is longer than a week, a midstay clean has been arranged. Our cleaners will call around sometime after 10am on Friday. There is no need to stay in as they will have a pass key. Your beds will be changed, fresh towels will be left and your bathrooms cleaned. If time allows other work will be carried out but if there is something in particular that you wish to be done, please leave clear instructions for our team. Enjoy your stay and do not hesitate to ring us if you have any queries or problems.

There will be no cleaning service during the guest's stay. The cleaners have an extra key to the villa. No special wish can be taken into consideration by our team.

The Management Team

No	Statements	TRUE
1.	If a guest has a complaint to make, there is a phone number available.	
2.	The staff has left some food and beverages in the villa.	
3.	There will be no cleaning service during the guest's stay.	
4.	The cleaners have an extra key to the villa.	
5.	No special wish can be taken into consideration by our team.	

• Checking into a hotel

Read the dialogue between the receptionist (R) and Mr Brown (B).

R Good evening.

B Good evening. My name is Jonathan Brown.

R Welcome to Ljubljana, Mr Brown. Do you have a reservation?

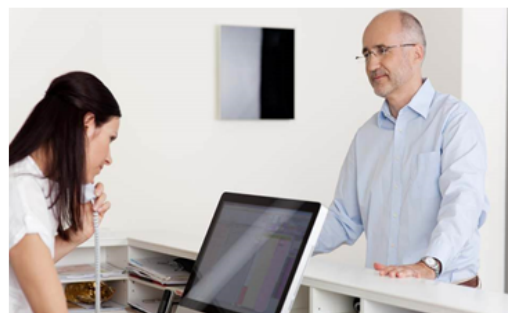
B Yes, I do.

R Let me see... a double room for two nights?

B That's right. R Can I see your passport, please?

B Yes, of course.

R Thank you... Can you sign here, please?



TƏLİM NƏTİCƏSİ 2

B Sure.

R Here's your key. You're in room 321 on the third floor. Breakfast is from 6.30 a.m.

B Thanks. Oh, where is the sauna, please? I might use it later.

R Our wellness centre is in the basement. Can we help you with your luggage?

B Yes, thank you.

R I'll call the bellboy for you. Enjoy your stay.

Look at these stages in the process of checking in a new guest. Number them in the order they appear in the dialogue above.

Ask to see their passport.

Welcome the guest.

Give them their key.

Ask them to sign the check-in form.

Wish them a nice stay.

Ask if they have a reservation.

- Fill in the gaps with the words below.

Access exchange equipped Guests rooms Service Treatment

It's a modern small hotel, which is situated in the centre of Baku. It has 50 (1) _____ all with en-suite shower, cable TV and a separate working room with modern computers and wireless internet (2) _____. In our hotel we try to meet the needs of business (3) _____. We specialize in organising different events from small regional meetings to big international conferences. We offer several fully (4) _____ meeting rooms and a conference hall. At the Wellness - Spa Centre you can treat yourself to a massage, body and facial (5) _____, various body wraps or a new hair style. Services: Room (6) _____, Meeting/Banquet Facilities, Airport Shuttle, Laundry, Dry Cleaning, Room Service, Ironing Service, Currency (7) _____, Shoe Shine, Car Rental, Fax/Photocopying.

- Complete the sentences.
- Hotel Beach House, can I _____ you?
- I'm phoning to _____ a room.
- _____ would you like to arrive?
- Tomorrow.

- How many nights are you going to _____?
- Two nights.
- What kind of room would you _____?
- A double room with a shower.
- Just a moment, I'll check. ... We have a nice room on the second _____.
- How _____ is it?
- Its \$25 per person and _____, breakfast included.
- That's a good price. I'd like to make a _____ for that room, please.
- Very well. May I have your _____, please?
- Connors.
- Could you _____ that, please?
- It's C-O-N-N-E-R-S.
- Thank you for your reservation. See you _____.
- Write the verb in Passive Voice in the blankets.

1. This quiz _____ for learners of English as a Second Language. (to design)
2. My car _____ yesterday. (to steal)
3. That movie _____ by many people. (see)
4. The thieves _____ by the police. (to catch)
5. My car _____ in Japan. (to make)
6. Housing prices _____ rapidly. Now they are going down. (to rise)

1. How much __ ?

- a) a room cost
- b) costs a room
- c) does a room cost

2. __ a single room?

- a) Do you have
- b) Have you
- c) You have

3. How much __ ?

- a) a double room
- b) double room
- c) is a double room

4. __ the lift?

- a) Where be
- b) Where does be
- c) Where is

5. How __ to the hotel?

- a) do I get
- b) get
- c) I get

6. What time __?

- a) breakfast
- b) does be breakfast
- c) is breakfast

7. __ pets?

- A) Do allow you
- B) Do you allow
- C) You allow

8. How much __ ?

- A) costs internet access
- B) does internet access cost
- C) internet access does cost

9. __ near the centre of town?

- A) Are you
- B) Where are you
- C) You are

10. __ baths or showers?

- A) Do the rooms have
- B) Does the rooms have
- C) The rooms do have

• Rewrite the sentences in passive voice.

1. I can answer the question. _____
2. She would carry the box. _____
3. You should open the window. _____

4. We might play cards. _____
 5. You ought to wash the car. _____
 6. He must fill in the form. _____
 7. They need not buy bread. _____
 8. He could not read the sentence. _____
 9. Will the teacher test our English? _____
 10. Could Jenny lock the door? _____
- Choose the correct answers?

1. Which are three written methods by which a hotel can communicate with its employees?

- a. internet, letters and employee handbook
- b. brochures, internet and telephone
- c. live staff meetings, letters and brochures
- d. face-to-face, email and brochures

2. A Franchise is a type of ownership of a chain hotel.

- a. True
- b. False

3. Which are two methods of payment for a hotel room other than cash or credit card?

- a. Direct billing, debit card
- b. Personal check, business check
- c. Voucher, gift certificate
- d. All are possible methods of payment

4. Which department is responsible for the repair of a leaking faucet?

- a. Front Office
- b. Engineering
- c. Security
- d. Sales and Marketing
- e. Housekeeping



5. Which department is responsible for researching what guests need and want?

TƏLİM NƏTİCƏSİ 2

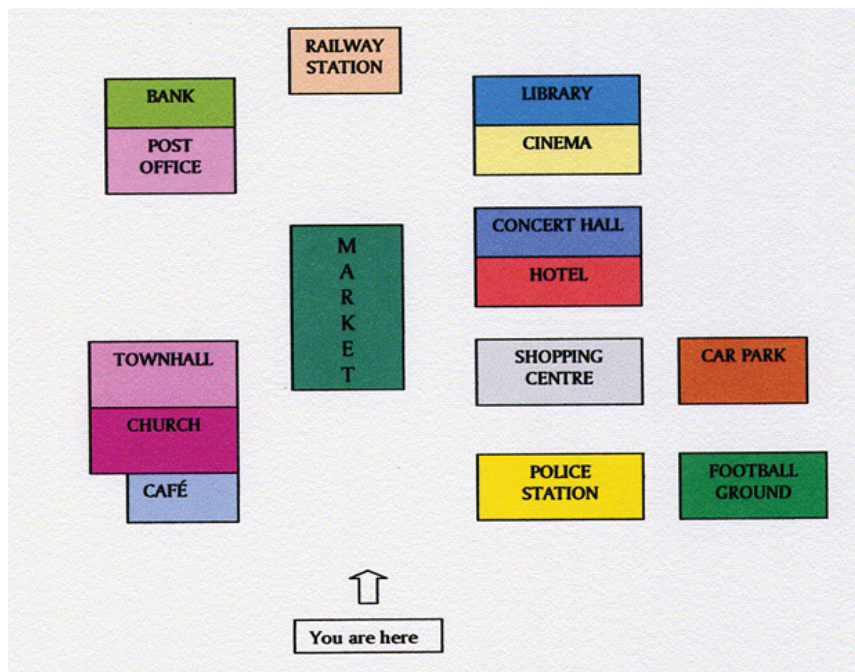
- a. Front Office
- b. Engineering
- c. Security
- d. Sales and Marketing
- e. Housekeeping

“Müştərilərə nəqliyyat xidməti təklif edir.”

- Choose the correct opposites.

Reside	supply
payment	Holiday
provide	income
Vacation	subway
Metro	live

- Fill the blankets with the following words



at the end behind between in in front of next next to on opposite

1. The railway station is at the end of the road, _____ the bank and the library.

TƏLİM NƏTİCƏSİ 2

2. The bank is at the end of the road on the left-hand side and _____ the library.
3. The library is _____ [?] of the road, on the right-hand side and opposite the bank.
4. The post office is on the left-hand side, opposite the cinema and _____ to the bank.
5. The concert hall is between the cinema and the hotel _____ the right of the street.
6. The shopping centre is _____ the town hall and in front of the car park.
7. The police station is the first building on the right, _____ [?] the football ground, opposite the café.
8. The football ground is on the right, _____ the police station.
9. The café is the first building on the left, _____ [?] the church.
10. The market is _____ the middle of the street.

- **Choose the correct words/phrases to complete the conversation with the hotel reception clerk:**

YOU: Can you _____ a good restaurant around here?

- a) recommend
- b) say
- c) tell

HOTEL CLERK: Hmm... There aren't any restaurants around here...

YOU: What about _____ ?

- a) in city
- b) in the city
- c) central

HOTEL CLERK: There are a lot of good restaurants in the area of the city called uptown. If you go to Central Avenue, you'll see about 10 different restaurants, all of which are highly recommendable.

YOU: Great! How do we _____ Central Avenue from here?

- a) come at
- b) arrive in
- c) get to

HOTEL CLERK: When you exit the parking lot, turn left on Main Street. Keep driving for about 10 blocks, and

TƏLİM NƏTİCƏSİ 2

and you'll come to Central Avenue. Turn right. The restaurant zone is about 5 blocks from there.

YOU: So, we have to _____ on Central Avenue?

- a) go straight
- b) make a right turn
- c) make a left turn

HOTEL CLERK: That's correct. Would you like me to draw you a map?

YOU: No, thanks, I think _____.

- a) we'll be fine
- b) we will go
- c) we will try

- Fill the blankets.

Find someone who....

Find somebody who...	Name	Extra information
Walked to school today		
Has travelled by helicopter		
Has had a problem trying to get somewhere		
Rides a bike regularly		
Rides a bike regularly		

- Answer the following questions.

1. How do you get to school?
2. How often do you use public transportation?
3. Is a car considered luxury in your country?
4. Have you ever been in a traffic accident?
5. Is petrol expensive in your country?

- Put the verbs in brackets in the correct tense

1. You say there are 2 extra for dinner? In that case we _____ (set) an extra table.
2. We need to be at the station at 11:30 tomorrow because the train _____ (leave) at 11:45.
3. We _____ (stop) in a few minutes so that you can take some photos.
4. We _____ (arrive) in Edinburgh at 5:00p.m.

“Əyləncə və tədbirlər haqqında müştəriləri məlumatlandırır.”

- Correct the spelling:

Souvenirs are **fnuny** things. Most of us feel we need to buy a souvenir when we go to another **cyrunot**. Then when we get home we put it on top of the television. When **sriistov** come, we tell them about it and where we got it. A lot of the souvenirs we buy are **urbishb**. I have a long history of buying things that look **eobhrril**, are cheap and don't really match my house – just because they are souvenirs. It's almost as if we are programmed to buy a souvenir. I know some people who **ednsp** hours wandering around souvenir shops. What a tewas of time. I decided never to buy a souvenir again. I'd much **atrrhe** spend my time doing nmtsheigo more interesting. The best souvenirs are **msermieo** and photos.

- Choose the expression, A or B, that is closest in meaning to the word as used in the text.

1. TO MONITOR

- a. to check somebody or something at regular intervals
- b. to teach somebody

2. TO ASSESS

- a. to present a demand for payment
- b. to judge or evaluate somebody or something

3. TRENDS

- a. tendencies
- b. statistics

4. UP-TO-DATE

- a. current
- b. contemporary

5. FORTHCOMING

- a. available
- b. which is going to happen very soon

6. EVENT

- a. an organised social occasion like a concert or sports competition
- b. an incident or affair

7. CAR HIRE

- a. buying a car
- b. car rental

8. BEHIND-THE-SCENES STAFF

- a. employees who are not in direct contact with the public

3.1.1. QONAQ QƏBUL ETMƏYİ VƏ SALAMLAŞMAĞI DİALOQLAR VASİTƏSİLƏ GÖSTƏRİR

GREETING CUSTOMERS PROFESSIONALLY

Vocabulary I:

Acquire /ə'kwairə/- əldə etmək

Appeal /ə'pi:l/- müraciət

Approach /ə'proutʃ/- yanaşmaq

Assessment /ə'ses ·mənt /- qiymətləndirmək

Couple /'kʌp.əl/- cütlük, cüt

Increase /ɪn'kri:s/- artırmaq

Retail /'ri:.teɪl/- pərakəndə, xırda satış

Merchandise /'mɜ:·tʃən.dais/-alış –veriş etmək, ticarət

READING: Greeting Customers Professionally

Whether you are in a retail store, hotel, receptionist in a company or in any customer facing situation those first few seconds set the tone and create that crucial first impression that your customer will have about you and your company. This may sound simple but it is one of the most important skills you should acquire to be a professional service or customer care agent. And by the way, this applies also if you provide service over the phone you must work on developing a good warm greeting to your customer.



Always remember that you only have a few seconds to make a great first impression.

Why is greeting so critical?

A lot of things happen. They all take place within the first couple of minutes after a customer enters your store/company/hotel...etc. They immediately do a visual assessment: How does your place of business look? Is the merchandise appealing? Is the place welcoming?

When you first greet the customer you are selling yourself first, your business second, the experience third, and the merchandise/service last. You want to get the customer feeling comfortable as soon as they walk into your place of business.

Remember these 3 greeting rules:

1. Good Eye Contact



2. Great Smile
3. Great Opener

So now let's look closer into how to make a professional greeting and introduction that can increase sales of your business as we said previously if you are in retail or providing any kind of service or in any professional business setting where you are tasked with greeting customers, here is how to do it professionally.

Grammar: Adverb Clauses

Adverb clauses are clauses that function as adverbs. Since they are dependent clauses, they must have a subordinating conjunction to connect them to the other clause. This will help you recognize an adverb clause. Subordinating conjunctions can be arranged according to the purpose of the clause they begin. Here are some examples of subordinating conjunctions:

- Time: after, when, until, soon, before, once, while, as soon as, whenever, by the time
- Condition: if, whether or not, provided, in case, unless, even if, in the event
- Cause and effect: because, as, since, so, in order that, now that, inasmuch as
- Contrast: though, although, while, whereas, even though

Most of the time, an adverb clause will be separated from the other clause with a comma. Here are examples of sentences with and without commas:



- Whether you like it or not, you have to go. (The adverb clause “Whether you like it or not” puts a condition on the action.)
- She enjoyed the party more than he did. (The adverb clause “than he did” modifies the adverb “more.”)
- After my car is fixed, we can take a trip to the coast. (The adverb clause “After my car is fixed” puts a time on the action.)

Vocabulary II:

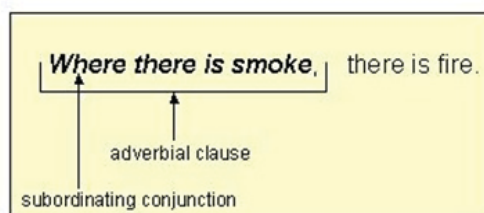
Confirm /kən'fɜ:m/- təsdiq etmək

Decline /dr'klaɪn/- azalmaq, tənəzzül

Hire/haɪr/-kirayə götürmək, işə götürmək

Request/rɪ'kwɛst/- tələb

Space/speɪs/- boşluq, fəza, kosmos



IF YOU
CAN
DREAM
IT
YOU CAN
DO
IT

a fixed point or line; an opportunity or a duty to do something at a particular time or in a particular order, before or after other people)

READING: Reservations and Booking Terms



There are two possible ways to book a space:

Direct booking: if you request to book a room, the space owner has 72 hours to confirm or decline the request. When it is confirmed, the space will be booked for your event.

Reservation: you request a 3 days non-binding reservation. The space owner has 72 hours to confirm or decline your request. In case it is confirmed, you have 72 hours to make your final decision to either book the space or decline the reservation. You turn the reservation into a booking by choosing a payment method on the hire.

DIALOGUE: RESERVATION

A: I'd like to reserve a hotel room.

B: That should be no problem. May I have your full name, please?

A: My name is John Sandals.

B: Hello, Mr. Sandals. My name is Michelle. What days do you need that reservation, sir?

A: I'm planning to visit New York from Friday, April 14 until Monday, April 17.

B: Our room rates recently went up. Is that okay with you, Mr. Sandals?

A: How much per night are we talking about?

B: Each night will be \$308.

A: That price is perfectly acceptable.

B: Wonderful! Do you prefer a smoking or nonsmoking room?

A: Nonsmoking, please.

B: Next question: Is a queen-size bed okay?

A: That sounds fine.

B: Okay, Mr. Sandals. Your reservation is in our computer. All we need now is a phone number.

A: Certainly. My phone number is 626-555-1739.

B: Thank you, Mr. Sandals. We look forward to seeing you in Azerbaijan

Tips

Remember the essential information:

- how many nights (at a hotel)
- how many people (at a restaurant or the theatre)
- what time (for a flight or at a restaurant)
- how much does it cost (for a flight, theatre tickets or a hotel room)

3.2.1. TƏKLİF VƏ ŞİKAYƏTLƏRİ TƏHLİL EDİR

DEALING WITH CUSTOMERS

Vocabulary I:

Alleviate/ə'li:vi.eɪt/- yüngülləşdirmək

Blame/bleɪm/- günahlandırmaq,qınamaq

Command/kə'mænd/- əmr

Conclusion/kən'klu:zən/- nəticə

Deal/di:l/- 1) sövdə ,2) bəhs etmək

Defensive/dɪ'fensɪv/- müdafiəçi

Frustration /frʌs'treɪ.ʃən/- məyusluq

Handle/'hæn.dəl/- 1)dəstək 2)idarə etmək

Outrageous /'aʊt'reɪ.dʒəs/-vicdansız ,təhqiredici

Politely/pə'laɪtli/- nəzakətlə

Solution/sə'lu:ʃən/- həll ,çözüm ,izahat

Upset/ʌp'set/- qanıqar ,dixor

READING: Dealing with Customers

In order to get the most satisfaction (and their money's worth from their stay) guests make requests. Most of these requests will be reasonable, such as asking for more napkins at a restaurant or having a burnt out light bulb replaced in their room. Some requests may be outrageous and outside the normal service parameters of the hotel. In either case, the requests must to politely listened to and professionally attended to.



Here are some customer-oriented tips I've learned while working in the business coaching business:

1. Listen carefully to what the customer has to say, and let them finish. Don't get defensive. The customer is not attacking you personally; he or she has a problem and is upset. Repeat back what you are hearing to show that you have listened.
2. Ask questions in a caring and concerned manner. The more information you can get from the customer, the better you will understand his or her perspective. I've learned it's easier to ask questions than to jump to conclusions.
3. Put yourself in their shoes. As a business owner, your goal is to solve the problem, not argue. The customer needs to feel like you're on his or her side and that you empathize with the situation.
4. Apologize without blaming.
5. When a customer senses that you are sincerely sorry, it usually diffuses the situation. Don't blame another person or department. Just say, "I'm sorry about that."
6. Ask the customer, "What would be an acceptable solution to you?" Whether or not the customer knows what a good solution would be, I've found it's best to propose one or more solutions to alleviate his or her pain. Become a partner with the customer in solving the problem.
7. Solve the problem, or find someone who can solve it - quickly! Research indicates that customers prefer the person they are speaking with to instantly solve their problem. When complaints are moved up the chain of command, they become more expensive to handle and only add to the customer's frustration.

Vocabulary II:

Absolutely /ˌæb.səˈlu:t.li/- tamamilə

Elicit /iˈlɪs.ɪt/ - öyrənmək ,meydana çıxarmaq

Exactly /ɪgˈzækt.li/- dəqiq ,tam olaraq ,eynilə

Extent /ɪkˈstent/-hədd,dərəcə ,uzunluq

Concerned /kənˈsɜːnd/-narahat

Definitely /ˈdef.ən.ət.li/- mütləq ,qəti ,konkret

Humble /ˈhʌm.bəl/- təvazökar

Opinion /əˈpɪn.jən/- nəzər ,fikir ,rəy

Particular /pəˈtɪk.jə.lə/- xüsusilə ,məxsusi

Reckon /ˈrek.ən/-hesab etmək

READING: Asking for and Giving Opinion

At times, hotel staff may be asked about their opinion of some topic, such as a good place to go shopping or what they think of a particular tour company. The situation may also occur when a staff member may want a guest's

guest's opinion about something, such as the quality of service at the hotel or whether a particular shop had good prices for their merchandise. Look at the expression below that can be used to give or elicit an opinion.

1. Giving Opinions:

- As far as I'm concerned ...
- In my opinion ... In my view ...
- From my point of view ...
- The way I see it is (that) ...
- To my mind ...
- Well, I reckon (that) ...
- I (strongly) believe (that) ...
- I (honestly) think (that) ...
- I (really) feel (that) ...
- Personally speaking, I believe ...
- As for me, I reckon ...
- In my opinion/In my humble opinion
- I reckon/suppose
- I know
- May I?
- If you ask me
- If I were you
- To be honest
- I could be wrong, but
- I'm no expert, but
- Personally



2. Asking Opinions:

- What do you think/reckon?
- Do you see what I'm getting at?
- Do you know/see what I mean?
- Do you agree with me?
- Would you go along with that?
- Would you agree with me that ...?

- What are your thoughts on that?
- Don't you think (that) ...?

3. Agreeing:

- I (totally) agree with you / that.
- I couldn't agree more.
- I'd go along with that.
- I feel the same.
- You're absolutely right.
- Absolutely / Definitely / Exactly.
- No doubt about it.
- That's a good point. / I see your point.
- I see where you're coming from.



4. Disagreeing:

- I'm afraid I disagree.
- I don't agree with you / that.
- I'd be inclined to disagree.
- That's not the way I see it.
- I don't think so. / I don't feel the same.

5. Partly agreeing:

- I see your point but ...
- I kind of agree with you / that.
- I agree with you to an extent, however, ...
- You make a good point, but ...

READING:Offering Help to the Customers

When you want to help someone, how do you make your offer in English?

There are a lot of different ways to offer your assistance. Which phrase you should choose depends on the situation? Here are some English phrases for offering help that you should definitely know! They're arranged roughly in order from most casual to most formal.

1. I'll (do something). F.e. I'll hold the door open for you.
2. Let me (do something) F.e. Here – let me adjust the seat for you.
3. Why don't I (do something)? F.e. Why don't I send you an email outlining what we talked about today, and you can just respond to that?
4. Do you want me to (do something)? F.e. Do you want me to take over?
5. Would you like me to (do something)?
Would you like (something)? F.e. Would you like me to close the window?
6. I can (do something). F.e. I can assist you with that.
7. Can I (do something)? F.e. Can I get you something to drink?
8. I'd be happy to (do something). F.e. I'd be happy schedule a time to meet and talk with you about it.
9. May I offer you (something)? F.e. May I offer you a complimentary dessert?



3.3.1. MÜXTƏLİF SİTUASIYALARDA YARANAN PROBLEMLƏRİN HƏLLİ YOLLARINI TAPIR

ASKING FOR REPEATS

Vocabulary I:

Accent /'æk.sənt/- tələffüz

Announcement /ə'naʊns.mənt/- elan, bildiriş (something that someone says officially, giving information about something)

Mean /mi:n/ - deməkdir ,nəzərdə tutmaq, məna vermək

Mention /'men.ʃən/- istinad etmək, xatırlatmaq

Mind /maɪnd/- ağıl, fikir, zəhin

Miss /mɪs/- 1) əldən vermək, ötürmək 2) darıxmaq

Otherwise /'ʌð.ə.waɪz/- yoxsa, başqa yolla, əks təqdirdə

- **READING: Asking for Repeats**

Listening is one of the hardest skills to develop when learning a language. It can be very exhausting trying to understand someone talking in a language that is not your own, not to mention having to understand all the different accents that a language may be spoken in.

There are only a few situations where it is important to understand every single word that someone is saying – for example when listening for an announcement at an airport – otherwise you might miss your flight! However, most of the time it's really not necessary to understand everything, so you must try very hard not to worry if you don't catch every word.

Another thing to remember is that if you are able to ask questions then you can ask the speaker to repeat themselves or explain words that you don't understand. Don't be afraid to do this – generally people are always happy to teach someone something!

Here are some phrases that might be useful:

Could you repeat that please?

Would you mind saying that again?

What does that word mean?

Could you explain the meaning of that word?

Vocabulary II:

cost /kɑ:st/- qiymət, dəyəər, maliyyə

expense /ɪk'spens/- xərc (the use of money, time, or effort)

free /fri:/-1) pulsuz 2) sərbəst

item /'aɪ.təm/- maddə, bənd

pay /peɪ/ - ödəmək (to give money to someone for something you want to buy or for services provided)

pipec /'paɪ.pə/- qavalçalan

settlement /'set.əl.mənt/- nizamlama, məskunlaşma

READING: Bill Settlement

First let's have a look at the ways of paying the bill. There are several ways of it: cash, cheques, debit cards, creditcards, prepaid cards, internet phone transfers.

Eventually, usually all too shortly, guests will have to check out and pay up. Unfortunately for many hotel staff this can be a time of stress and frustration. Let's face it, most people don't actually like paying for things and services (it's so much nicer when it's free!). Some guests may question expenses (such as a PPV movie not seen), they may complain about the high cost of some items (such as any item in a mini-bar), or they may just

Vocabulary III:

irritate /'ɪr.ə.teɪt/- qıcıqlandırmaq ,əşəbləşdirmək

attention/ə'ten.ʃən/-diqqət ,zənn

exacerbate/ɪg'zæs.ə.berɪt/- pisləşdirmək ,əşəbləşdirmək

attempt/ə'tempt/- təşəbbüs

argue/'ɑ:rg.ju:/- mübahisə etmək

unique/ju:'ni:k/- qeyri adi,təkraredilməz (being the only existing one of its type or, more generally, unusual, or special in some way)

treat/tri:t/- qonaq etmək rəftar etmək ,davranmaq ,müalicə etmək

step/step/- addım, addımlamaq

individual /ɪn.də'vɪdʒ.u.əl/- fərdi (a single person or thing, especially when compared to the group or set to which they belong)

fault/fɑ:lt/- səhf ,yanlış (a mistake, especially something for which you are to blame)

authority/ə'θɔ:r.ə.ti/- səlahiyyət,hakimiyyət

initial/ɪ'nɪʃ.əl/- ilkin

outcome /'aʊt.kʌm/- nəticə ,hasil

placate/'pleɪ.keɪt/- sakitləşdirmək, könlünü almaq

READING:Problems and Complaints

Taking the Complaint

When a customer first makes a complaint, take a step back.

It can be difficult to remain impassive in the face of criticism, but an emotional response will only serve to irritate the customer further.

Give the customer your full attention and listen to the whole problem before responding.

Put yourself in their shoes - if you had a problem, you would want someone to listen to you. Appearing disinterested, or attempting to argue back, will only exacerbate the situation.

Don't jump the gun

You might deal with complaints on a regular basis, and may well have handled a similar situation before. However, for the customer, their complaint is unique to them. Treat them as an important individual by listening to their problem in full.



Try to understand

In the face of a complaint, it's easy to be defensive - particularly if you don't believe you're at fault. However, you have to put yourself in the customer's shoes. If you were on the receiving end of their experience, would you personally be satisfied?

Always use your initiative when dealing with complaints

If the blame lies with one particular member of staff, it is often best to remove the customer from their presence. This can defuse tension and emotion, and help the customer to reevaluate their anger.

However, never pass the customer around from person to person

Each complaint should ideally be handled by one staff member. Therefore, you should always ensure that the person assigned to the case has the authority to deal with the situation.

Finding a Solution

Once the customer has aired their grievance, you should immediately give a sincere apology.

Any number of factors could have contributed to the issue, and you might not be at fault. However, you need to take responsibility for the problem. Sometimes, an apology is all it takes to placate an angry customer.



Customers never want to hear excuses

However, you are fully entitled to briefly explain why they didn't receive the standard of service they expected. This should take place after you've listened to their complaint and made an apology.

Sometimes, a complaint will be followed by a request for compensation - typically a refund or a voucher.

However, customers often haven't planned beyond making the initial complaint. In these cases, ask the customer for their desired outcome. This makes them feel both involved and valued.

3.4. TƏLƏBƏLƏR ÜÇÜN FƏALİYYƏTLƏR



- First write formal and informal greeting types in the below

Geetings:

FORMAL:

INFORMAL:

- Now students must find expressions which we use while departing.
- Get divided into two big groups. Ask each of them to write a gesture that they know for greeting. They

may use internet if they have an opportunity, then they must look for its meanings in different countries.

- On occasion, you may find yourself in a situation where you have to introduce one person to another.

Prepare a role play.

- You work at the reception of Sunshine Hotel. Take this phone conversation. Remember to ask for confirmation in writing:

- Phone and book a room at theHotel

1. Say hello and ask to book a room.
2. Give details of the room you'd like.
3. Say how many nights you'd like to stay.
4. Ask what is available.
5. Ask the price of a double room.
6. Accept the double room and say why you must book a room quickly.
7. Offer to confirm by e-mail.
8. Offer to send credit card details.
9. Agree with the confirmation details.
10. Say Goodbye

You are a receptionist and you are talking to a customer on the phone. Role play the conversation with your partner.

Change the name of the hotel, hotel's location and period of accommodation at the hotel.

- We are going to do a Hotel-Reception role-play now.

Some of us will be Customers. (Look at this page.)

Some of us will be Hotel Staff. (Look at the previous page.)

Customer:

You are a tourist. You need a room for the night.

Single or double rooms are OK. Sharing with other people is not OK.

- Ring various hotels. (Sit back to back or use your cell-phone.)

Decide which hotel is best for you. Make a reservation for tonight. Here is some sample language:

Are there any tours from the hotel?	Does it have cable TV?
Can I have a morning call?	How much is it for one night?
Do you accept VISA?	Is breakfast included?
Do you have any double rooms?	Is it far from the subway?
Do you have any single rooms?	Is tax included?
Does it have a shower?	Is there a bus downtown?
Does it have a telephone?	Is there a bus to the airport?
Does it have a TV?	Is there a restaurant in the hotel?
Does it have a view?	What time do I have to checkout?
Does it have an Internet connection?	What time is breakfast?

Which hotel did you choose? Write the details here:

I made a reservation at the..... Hotel.

The cost was \$..... for one night.

I paid by check/cash/credit card.

English for tourism, Calling a Hotel

Complete the following phone conversation.

Receptionist: Thanks for calling Fairmont Hotel. Jane speaking

Caller: Hallo. My name is Ben Stuart. I'm interested in booking a for the last weekend of June.

Receptionist: I'm afraid we're totally booked for that weekend. There's a in town and we're the closest hotel to the convention centre.

Caller: Oh, I see. Well, what about the weekend after that?

Receptionist: So ... Friday the 5 th July?

Caller: Yes, Friday and

Receptionist: It looks like we have a few left. We recommend that you make a reservation, though. It's stillseason.

Caller: Okay. Do you have any rooms with Beds? We're a family of five.

Receptionist: Yes, all of our rooms have two double beds. We can add an extra bed. The for that weekend is \$95 a night

Caller: Okay. Do you accept credit cards?

Receptionist: Yes, we do. We do require a \$30 credit card deposit to hold the room. You can cancel up to three days in advance and we will refund your deposit.

Caller: Great. Thank you very much.

Receptionist:

- Write a word (F.e.reservation) .Ask students to write words related to this word.
- Prepare a role play.
- Make a role play. Which other expressions would you use for asking repeats.

Man: (Mumbling 'Have you seen a green pen anywhere?')

Woman: I'm sorry, I didn't quite catch that.

Man: (Mumbling)



Woman: Could you say that again?

Man: (Mumbling ‘Green pen, see it anywhere?’)

Woman: I’m sorry ... er I still didn’t get that.

Man: (Trying very hard but still mumbling)

Woman: Could you say that again?

Man: (Slightly frustrated and mumbling again)

Woman: One more time?

Man: (Mumbling)

Woman: No. Sorry. Nothing.

Man: (Mumbling)

Woman: Look! I can’t hear a word you’re saying.

Man: I said, ‘Have you seen a green ... pen?’ Oh, there it is!

- What phrases do you know to ask someone to repeat something?
- Read the dialogue.

Guest: Could I have the check please?

Staff: Of course sir, I’ll be back in a moment.

Guest: I’d like to check out please.

Staff: Of course sir, could I have your room number and room key?

Guest: The room was 333. Here’s the key.

Staff: Did you use the mini bar sir?

Guest: Yes, I had a couple of sodas.

Staff: The total comes to \$577.99. Will you be charging this sir?

Guest: *Yes, put it on my Visa Card.*

Staff: Sign here please. And thank you for staying with us.

Guest: There you go. Thanks

Staff: How will you be settling your bill sir?

Guest: I’ll be paying by cash.

Staff: Yes sir, here’s the bill.

Guest: Excuse me, but what is this charge for?

Staff: Let me see, it’s for an apple pie.

Guest: But we didn’t order apple pie.

Staff: I’m terribly sorry for the error sir. Let me refigure this. Here you go sir.

Guest: That looks right. Thank you.

Staff: Sorry for the error sir, and please come again.

Staff: Would you like to pay for the tennis court in cash or charge it to your room?

Guest: Just charge it to my room please.

Staff: Yes sir, if you could just sign here.

Guest: There you are.

Staff: Thank you sir, have a pleasant day.

- Get divided into 5 groups. Ask them to prepare dialogues for solving the problems:

The guest didn't order a beer with dinner

The bill had a charge for a deluxe burger, not a plain burger

The bill included a charge for 2 glasses of tea, the guest only had 1

The bill didn't include 2 orders of ice cream

The guest got the wrong bill, for someone else's order

- Read the dialogue. think another situation. Get divided into 4vgroups. Give them the following problem situation and ask them to form a dialogue :

- - 1) The guest didn't like the meal, he doesn't want to pay.
 - 2) A tour operator has chosen a region for a family where the weather is very rainy and the family can't enjoy their holiday.
 - 3) A guest of a hotel complaints about the untidiness of his room.
 - 4) A guest booked a room two days ago, but when he or she arrives at the hotel the receptionist says that there is no vacant room.

Example dialogue № 1:

R : Good morning /Good afternoon/Good evening Sunshine Hotel, this is Esra. Is that Mr Joe?

G : Yes.

R : You have a reservation at our hotel for tomorrow. However, your booking has been cancelled resulting from a mistake of us.

G : How could that happen? What shall I do now? This is irresponsible.

R : You're right, sir. We have just booked another room at a hotel nearby with the same facilities. All your extra charges shall be paid by us.

G : Ok, but I do not know what I should say to you.

R : We are really sorry, sir. Please accept our apologies. Goodbye.

Example dialogue № 2:

R : Good morning madam, are you available right now?

G : Yes.

R : I'm calling from the Moon Hotel. I am calling you to confirm your reservation for 2 days as from December 15th for two single rooms. Can you please confirm that madam?

G : But, I booked for a double room.

R : Well, I should take a look at the records to see availability of the double rooms.

G : I would be really appreciated if you can find me a double room. As I wanted a double room, I booked a couple of days ago.

R : Don't worry, Madam, yes we have a double room available and I have booked it for you. See you on 15th December. Goodbye.

G : Goodbye.

G : We asked you to reserve a parking space but car park attendant says the car park is full.

R : I'm sorry, we overbooked the car park yesterday and today. I'll reserve you a space for tomorrow.

G : We reserved connecting rooms but these are on different floors.

R : I'm sorry. I'll change your rooms at once.

• What would you do if you were in the following situations?

1. After a very long and exhausting flight, you get into an argument with your partner because he/she forgot to buy travelers checks. When you get to the hotel, you get a room that does not have a balcony even though you had reserved a room with a balcony. Explain this problem with the room to the front desk.

2. After you check in to the hotel, you order a hamburger and fries for your two children from room service. You order one hamburger well done and the other burger with cheese. When room service brings the food, both hamburgers are rare and both have cheese. Your children complain and fight with each other over the burgers. You explain to room service that the order is wrong. You are very frustrated.

TƏLİM NƏTİCƏSİ 3

Talking about Restaurant Problems



1. What does he want?



2. How does he feel?

Why?



3. What is annoying her?



4. What is annoying him?



5. Why is he shocked?



6. Why is he surprised?



7. What is that on my glass?



8. What is she thinking?



9. What happened?

Label the pictures with the following vocabulary. Then answer the questions. How can you solve the problems.

lipstick, glass, angry, man, bill, laughing, overcharge, service, expensive, teen, eating, restaurant, menu, spilling, mess, coffee, pizza, fly, soup, cigarette, smoke, shocking, coughing

TƏLİM NƏTİCƏSİ 3

- Write a word (F.e.reservation) .Ask students to write words related to this word.
- Prepare a role play.

Choose one of you as a receptionist. Then choose a student as a guest in the hotel.The guest’s name is Ms Riya. Ms Riya has checked into the hotel in the morning. In the evening after returning from a city tour she wants to have dinner in the Indian Restaurant. She calls the Front desk for the same. At the Front Office what should be your course of action as a receptionist? Make a dialogue.

- Act out small dialogues using the expressions in the boxes.

<ul style="list-style-type: none"> • Would it be possible <u>to ...</u> • Is there anywhere I can ... • Can I ... 	<ul style="list-style-type: none"> buy a newspaper? rent a car? buy air tickets? get some souvenirs? go for late-night entertainment? arrange for flowers to be sent to a friend? have a sauna? get a cup of coffee? 	
There's a ...	<ul style="list-style-type: none"> flower shop news stand bank car rental office souvenir shop sauna night club coffee shop 	<ul style="list-style-type: none"> across the lobby along the corridor in the basement over there next to the bus station upstairs / downstairs on the first floor opposite the bank

- Create your vocabulary from the last text” Offering Help to the Customers”
- Complete the flow chart for the registration of a new arrival using words from A.

**To allocate identification a guest history a key card preferences
room rack a registration card a walk- in guest status to swipe
a VIP a voucher**

- Give the students the following situations.Ask them what they’ll do if they were.



TƏLİM NƏTİCƏSİ 3

1. You are in New York for the funeral of your favorite aunt. You have been distracted all day and have been misplacing things. When you go to check out, you realize that you lost your hotel voucher that would give you a 50% discount on the room. You feel overwhelmed and ask the room attendant to help you look for it.
2. You are having a terrible day. You lost your Broadway tickets, and your anniversary is ruined. You tried to get replacement tickets, but the show is sold out. You go to the concierge to get suggestions on what else you can do. You don't know New York City at all.

JW Marriott HOTEL
FRONT OFFICE PROCEDURES
Process : Check- in & Check- out Code : Chk. 01
Subprocess : Check-in Revision : 1
Date : 21/12/ 2011
Procedure 1 – individual arrivals with reservation
Greet guest
↓
Check reservation details on computer
↓
Ask for some form of (1).....
↓
Check guest (2)for status and preferences .No history? → Subroutine 1
↓
Check (3)and (4)suitable room
↓
Check car parking needs
↓
Complete registrations card
↓
(5)credit card (or request agency (6)if appropriate →
Subroutine 2)
↓
Ask client sing (7)keep hotel section.
↓Hand client registration card and (8)..... 52
↓
Give room number and indicate location of lifts, restaurant, etc.
↓
Give details of breakfast service
↓
Welcome guest

3.5. QIYMƏTLƏNDİRMƏ

Aşağıdakı qiymətləndirmə meyarına əsasən qiymətləndirəcəksiniz:

“Qonaq qəbul etməyi və salamlaşmağı dialoqlar vasitəsilə göstərir.”

- Choose the positive and negatives.

POSITIVE

NEGATIVE

1. Eye Contact
2. Tapping Hand With A Pencil
3. Chewing On A Pencil
4. Smiling
5. Listening Closely
6. Working
7. Animated Or Using Gestures When Speaking
8. Leaning Up Against The Wall
9. Standing Around Just Waiting

- Write some countries that they use the following gestures for greeting:

shaking hands , nod, hugs, kisses, Namaste, moving slightly a head down and up

- **Look at the following ways of saying HELLO. Write the greeting ways in your language, Turkish, Arabic and others.**

1. BONJOUR – French
2. HOLA – Spanish
3. HALLO / GUTEN TAG – German
4. CIAO – Italian
5. OLÀ – Portuguese
6. NAMASTE – Hindi
7. OHAYO / KONNICHIIWA / KONBAN WA- Japanese



- Complete the dialogue by using the words below.

**sixth floor / spell / a reservation / 4 nights / Thank you / here's your / single room/ right/
would you like / Good evening/ sign here/ your name/ Good evening / call him**

Receptionist:, sir.

Guest: I have

Receptionist: And sir?

Guest: Carlton

Receptionist: Could you that, please?

Guest: C-A-R-L-T-O-N

Receptionist:, Mr. Carlton, yes, a..... and shower for

Guest: That's

Receptionist: Could you just please?

Guest: Yes, of course.

Receptionist: Thank you, sir.key.

Guest: It's room 612 on the

Receptionist: a porter?

Guest: Yes, please.

Receptionist: I'll just..... Enjoy your stay.

Guest: Thank you.

- **Find out the adverb clauses in the following sentences and state the kind of each.**

1. Even if it rains, I will come.
2. When you have finished your work, you may go home.
3. You can put it wherever you like.
4. I did not buy that watch because it was expensive.
5. You must go whether you hear from him or not.

- **Each of these proverbial sayings contains an adverb clause. Identify the adverb clause in each sentence, and then compare your answers with those below.**

1. While the cat's away, the mice will play.
2. A lie travels around the world while truth is putting her boots on.

TƏLİM NƏTİCƏSİ 3

3. If you don't know where you are going, any road will get you there.
4. Memory is deceptive because it is colored by today's events.
5. Never look down on anybody unless you're helping him up.
- Complete the following e-mail using the word below.

would like/ to reserve / a shower/ parking place/ arrive at

Dear Sir/Madam,

I (1)..... (2)..... a room with twin beds on 12th of July for five nights. If possible I would like a room with (3)..... I also need a (4) for my car. We will (5)..... around 6 pm.

Regards/Sincerely

Jack Robertson

“Təklif və şikayətləri təhlil edir.”

- Write the correct word on the line that will complete the sentence. *Shade your opinion nice boring best connoisseur service prices painting think colors what impression disagree humble more top notch particularly opera*

1. What do you _____ of the _____ at the Hilton? 2. I think its _____, but at these _____ it should be. 3. I really like that _____ in the main lobby, don't _____. 4. Not really, I don't _____ like abstract and the _____ are very loud. 5. In my _____, spending the night at the _____ is one of the finest things in life. 6. I couldn't _____ more. It sounds incredibly _____. 7. _____ is your _____ of Karon beach? 8. The sand is _____, but I like Patong beach better because the trees that line the beach provide _____. 9. In my _____ opinion the 1983 Chateau Lafite Rothschild was the _____ wine ever produced. 10. Obviously you are no _____. The 1982 Chateau Leoville Las Cases is a _____ superb wine.

- Use each word once to complete the sentences.

accept solution apologize apologies

mistake complimentary problems make up for

room allocation again happened delay

Dear Mrs. Smith,

A) Please..... my sincere..... once.....

- B) I am very sorry that this And we were unable to find a.....
- C) I would like to offer you a weekend as our guest at the hotel to the poor service you received last week.
- D) Thank you for your recent email.
- E) Firstly, the long in checking you in and then the over your.....
- F) We assure you of our best service in the future
- G) I do..... for all the you experienced during your recent stay at our hotel.

• **Complete the questions using these words;**

available / What is / late / service open / does / by / is / open

- A) What time the fitness-center close?
- B)..... the latest check-out time, please?
- C) Is the laundry?
- I need these thingstonight.
- D) Is the room.....? I know it's a bit
- E)the car park locked at night?
- F) When does the bar?

• **Complete the answers for questions in Exercise 10 above using these words:**

latest / 24 hour / fitness / same-day / available /service / opens / close at

- A) Yes, sir, roomis.....until 10:00.
- B) Thecheck out is at 11 am.
- C) It4 p.m.
- D) Yes, ma'am and there'svalet parking service.
- E) Theand sauna10 pm.
- F) Yes, sir, there is alaundry service.

• **Try saying the following in a firm but polite voice.**

1. Can you put your bag in the tray?
2. If you could take you watch off.
3. I'm sorry, but you can'ttake photos here.
4. I'm afraid you can't use your mobile here.

- Match the phrases from A with the phrases from B to create information and advice for tourists.



A

1. If you travel with us to an airport,
2. If the destination you want is not listed in this timetable,
3. If you have a problem during the journey
4. If you have a complaint to make during your holiday,
5. If you don't contact our representative before the end of your holiday,
6. If you have asked for a special diet,

B

- a) please ask for assistance –we serve more than 1,200 towns and cities in the country.
- b) we cannot accept responsibility for your complaint.
- c) tell the driver at the earliest possible moment.
- d) you may be asked to pay a small surcharge at some hotels on the tour.
- e) you must allow at least one hour between the coach arrival time and the flight check –in time.
- g) you must contact our representatives at the resort before you return home.

“Müxtəlif situasiyalarda yaranan problemlərin həlli yollarını tapır.”

- Match the definitions (a–f) with the vocabulary (1–6).

Vocabulary Definition

1. accent
2. lisp
3. grumble
4. mumble
5. whisper
6. stutter

- Write the correct word on the line that will complete the sentence. Will cash do mistake high checks service how paying bill been charge settling a lot of brochure accept would receipt cash much

- Write the correct word on the line that will complete the sentence. Will cash do mistake high checks service how paying bill been charge settling a lot of brochure accept would receipt cash much

1. Will that be _____ or _____?
2. _____ you _____ VISA cards?
3. There are _____ guests at the hotel during the _____ season.
4. There isn't _____ information in this _____.
5. A _____ charge is included in the _____.
6. _____ will you be _____?
7. This can't be right! I think there's _____ a _____ on the bill.
8. Can I _____ some travelers _____?
9. _____ you like a _____?
10. How _____ you be _____ your bill sir?

- Complete these sentences with phrases below. There is often more than one match.

1. The room is equipped with....
2. The room measures...
3. The room can seat...
4. There are...
5. The dimensions of the rooms...
6. The room contains...
7. The room can seat up to
8. We have got...
9. The room has a capacity of...
10. We can divide...

- a. a projector, a computer, and an internet connection
- b. 20 metres by 30 metres
- c. Up to 300 people
- d. Refreshments
- e. Break-out rooms on all floors
- f. 10 metres wide and 35 metres of long
- g. Toilets and restrooms outside every main conference room

1. Cambridge Dictionary English Dictionary
2. Oxford English for Careers. Tourism 1 Student's Book
3. Oxford English for careers. Tourism 2 Student's Book
4. Oxford English for Careers. Tourism 3 Student's Book
5. English Lesson Plans for the Hospitality İndustry
6. English for Tourism and Hospitality
7. Body Language Eating Habits
8. Welcome Teacher's book. English for Travel and Tourism Industry
9. English for Catering and Tourism
10. Konaklama ve Sayahat hizmetleri. Mesleki yabancı dil 1
11. İnternet resursları

