

The 5th of May (2hours)

The 7th of May (2hours)

Задание 1. Прочитайте требования к персоналу отдела бронирования. Выполните перевод.

The booking service staff should know:

- rules and methods of organizing the service process in the accommodation facility;
- modern booking systems and technologies;
- fundamentals of labor organization and management;
- rules of etiquette when communicating on the phone;
- rates and price lists for basic and additional services of the accommodation facility;
- the working hours of all services and departments that provide services to tourists (guests);
- rules of interpersonal communication;
- features of working with corporate clients (consumers of services).

The staff must be able to:

- carry out work on business planning and promotion of services of accommodation facilities;
- to inform potential consumers about the services provided and their cost, to accept orders and send them to the appropriate services for execution;
- perform work on booking rooms of the accommodation facility and additional services (food, business services, sports and recreation, etc.);
- coordinate and control the work of the staff of the accommodation services (only for managers);
- apply modern booking systems and technologies in practice;
- consider customer complaints related to booking and quality of service, and make decisions on them;
- take into account the limited physical capabilities of low-mobility groups of the population when booking places in the accommodation facility;
- master Internet technologies for booking services, e-marketing methods, effective sales techniques

Задание 2. Прочитайте общие требования к обслуживающему персоналу гостиницы, выпишите с переводом выделенные слова,

General requirements for hotel staff

1) **The staff** needs to know the characteristics of accidents and **the rules** and techniques of **first aid** and be able to provide **emergency medical and other assistance** (**injuries, accidents**, sudden deterioration of health tourists), to organize and carry out control measures in emergency situations (**fire, natural disasters, the threat of terrorism**, etc.).

2) The service personnel must observe a **business style in clothing**, must be **neat** and **tidy**. Uniforms and shoes must be in **good condition** and without visible damage. Hotel service personnel that have a category in accordance with the requirements must be dressed in the appropriate uniform of the standard established for each service of the accommodation facility. The uniform of the employee of the accommodation facilities of the mini-hotel and one or two "stars" category must have a service badge (badge) with the name/surname and position in Russian. In the placement facilities of the category from three to five "stars", the name of the employee and his position must be indicated in Russian and in Latin letters.

3) Professional ethical standards of behavior of the staff of accommodation facilities should be: **hospitality, politeness**, tact, **sociability**, benevolence, **patience, restraint, attentiveness, correctness** and courtesy in relations with tourists, guests and employees. During the service, it is unacceptable to use a rude, **aggressive style of behavior**, the use of profanity, focusing on the racial, national, religious affiliation of tourists and other **forms of behavior** that offend the person and dignity of a person.

4) The service staff of accommodation facilities must know the specifics and features of servicing tourists from foreign countries, the rules of international etiquette, and be able to contact guests in a **foreign language** on the subject of their service.

For accommodation facilities that have a category, the level of knowledge of foreign languages must not be lower than the established requirements.

5) Service personnel should pay special attention and provide the **necessary assistance to tourists with disabilities**, including **disabled people**, in accordance with the requirements.

6) Service personnel should know the needs and expectations of tourists, methods of **dealing with claims and complaints**.

7) Service personnel should know the basics of their own service and the specifics of the work of other services of the accommodation facility, the technology of

interaction with other services, the rules and mode of their work, the list of services provided.

Задание 3. Прочитайте правила по охране труда и технике безопасности. Выпишите в тетрадь с переводом выделенные слова. Используя информацию из текстов задания №1 и № 2 и № 3, составьте перечень требований: внешний вид персонала, охрана труда и техники безопасности для персонала.

Occupational health and safety at the workplace.

(Охрана труда и техника безопасности на рабочем месте)

The employee of the booking service is obliged to:

- observe the rules of internal labor regulations;
- comply with the requirements of this **safety manual, instructions on fire safety measures**, instructions on **electrical safety** for non-electrical personnel;
- comply with the requirements for the operation of the equipment;
- use for its intended purpose and take care of the issued personal protective equipment, uniforms.

The booking service employee must:

- know the **location of first aid equipment**, primary fire extinguishing equipment, main and emergency exits, escape routes in the event of an accident or fire;
- be able to provide **first aid** to the victim in an accident;
- during work, be attentive, do not be distracted and do not distract others, do not allow people who are not related to work to enter **the workplace**.

The employee of the booking service must know and follow the rules of personal hygiene.

Take food, rest only in specially designated areas.

During work, the hotel reservation service employee may be affected by the following dangerous and harmful production factors:

- **electric shock** from exposed sections of the electrical circuit;
- **physical overload**;
- reduced air temperature of the working area
- increased voltage value in the electrical circuit;

If any malfunctions, other deficiencies or hazards in the workplace are detected during work, stop work, immediately inform the supervisor and continue to act in accordance with his instructions.

The employee of the hotel booking service should know:

- service organization methods and customer placement procedures;
- the order of maintenance of residential and other premises of the hotel;

- list of services provided;
- **rules for the use of computers and appliances;**
- equipment, equipment by room category.

Prohibited:

- unauthorized correction of electrical appliances and network wiring;
- leave the computer and other office equipment unattended in working mode.

Before you start working:

- **put on your uniform.**
- take a shift, making sure that the equipment of the booking service is safe and serviceable.
- before starting work, check with an external inspection: sufficient illumination of the working surface, no **blinding effect of light;**
- no hanging or exposed ends of the **electrical wiring;**
- reliable closing of all current-carrying and starting devices of the equipment;
- availability and reliability of grounding connections;
- the absence of foreign objects in the workplace.

At the end of the work:

Put the workplace in order, disconnect **electrical appliances** from the network, give a shift.

Inform the direct manager about all the **shortcomings** found during the work and about the measures taken **to eliminate** them.

Задания присылать по адресу: **elenaalex1308@mail.ru**