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**Частное образовательное учреждение высшего образования
«Международный Институт Дизайна и Сервиса»
(ЧОУВО МИДиС)**

Кафедра гостеприимства и международных бизнес-коммуникаций

**КОМПЛЕКТ
ОЦЕНОЧНЫХ МАТЕРИАЛОВ ДЛЯ ОЦЕНКИ
СФОРМИРОВАННОСТИ КОМПЕТЕНЦИЙ ПО ДИСЦИПЛИНЕ**

**Б1.О.11 ИНОСТРАННЫЙ ЯЗЫК В СФЕРЕ ПРОФЕССИОНАЛЬНОЙ
КОММУНИКАЦИИ**

Направление подготовки: 43.03.03 Гостиничное дело
Направленность (профиль): Управление в гостиничном бизнесе
Квалификация выпускника: бакалавр

Процесс изучения дисциплины «Иностранный язык в сфере профессиональной коммуникации» направлен на формирование следующих компетенций:

Код и наименование компетенций выпускника	Код и наименование индикатора достижения компетенций
УК-4. Способен осуществлять деловую коммуникацию в устной и письменной формах на государственном языке Российской Федерации и иностранном(ых) языке(ах)	УК-4.1. Знает принципы построения устного и письменного высказывания на государственном и иностранном языках; требования к деловой устной и письменной коммуникации
	УК-4.2. Умеет применять на практике устную и письменную деловую коммуникацию
	УК-4.3. Владеет методикой составления суждения в межличностном деловом общении на государственном и иностранном языках, с применением адекватных языковых форм и средств

Компетенция: УК-4. Способен осуществлять деловую коммуникацию в устной и письменной формах на государственном языке Российской Федерации и иностранном(ых) языке(ах)

УК-4.1. Знает принципы построения устного и письменного высказывания на государственном и иностранном языках; требования к деловой устной и письменной коммуникации

1 семестр

1. Complete the sentences by choosing the most appropriate and polite option.

If a guest wants to cancel a booking, you should say: «I'll help you with that.
_____».

a) You can't cancel.

b) Could I have your reservation number, please?

c) The cancellation fee is 100%.

2. If the hotel is fully booked, a professional alternative is to say: «Unfortunately, we are fully booked for those dates. ____».

a) Goodbye.

b) I can check for availability at our sister hotel.

c) You should have called earlier.

3. What is the standard professional opening for a formal email to a guest?

a) "Hi there!"

b) "Dear Mr. Smith,"

c) "To whom it may concern," (if you know the name)

4. Which sentence correctly uses "there is/are" to describe room amenities?

a) There are two restaurants and a bar in our hotel.

- b) In our hotel has two restaurants.
- c) It is two restaurants in our hotel.

5. You need to explain the location of the restaurant. Choose the correct sentence with a preposition of place.

- a) The restaurant is among the lobby and the garden.
- b) The restaurant is between the lobby and the garden.**
- c) The restaurant is at the lobby.

2 семестр

1. Guest: "Is there a fitness centre in the hotel?"

You: "Yes, _____ on the third floor, next to the spa."

- a) there is it
- b) there is one**
- c) it is

2. When answering a business call in a hotel, you should start with...

- a) "Yes, hello?"
- b) "Good morning, Grand Hotel, Anna speaking. How may I assist you today?"**
- c) "Grand Hotel. What do you need?"

3. A guest says, "I'm currently looking at your website to book a suite." This is an example of...

- a) Present Continuous for an action happening now.**
- b) Present Simple for a timetable.
- c) Past Simple for a completed action.

3. Arrange the parts of a business email (A-E) in the correct logical order.

A. Please do not hesitate to contact us if you require any further assistance.

B. Dear Mrs. Johnson,

C. We look forward to welcoming you to the Seaside Hotel.

D. This email is to confirm your reservation for a Standard Double Room from August 10th to August 17th, 2024.

E. Best regards, Anna Petrova, Reservations Manager.

Correct order: 1. ____, 2. ____, 3. ____, 4. ____, 5. ____

Правильный ответ: 1-B, 2-D, 3-C, 4-A, 5-E

3 семестр

1. Match the guest's problem (1-3) with the correct staff response (A-C).

1. "I haven't got my passport with me."
2. "The TV in my room didn't work yesterday."
3. "I've got a reservation, but it's not in your system."

- A. "I'm sorry to hear that. I'll send a technician to your room immediately."
- B. "That's not a problem. Can I have your driver's license, please?"
- C. "I apologize for the error. Could you spell your surname, please?"

ОТВЕТ: 1-B, 2-A, 3-C

2. Complete the instruction using an imperative and an adjective/adverb.
 "The air conditioning is too loud. Please, _____ it _____." (turn / down, quiet)
Возможные варианты ответов: "turn it down" или "make it quieter"

3. Choose the correct question to offer help.
 A guest is looking at the wine list. You say:
 a) "You want red wine?"
b) "Do you need some help with the wine list?"
 c) "I like red wine."

4. Translate the waiter's recommendation into English.
 "Это наше фирменное блюдо."
 Ответ: "This is our signature dish"

4 семестр

1. Put the words in order to make a correct comparison about a city attraction.
 "The art gallery / is / interesting / the museum / more / than ."
 Ответ: "The art gallery is more interesting than the museum."
2. Complete the advice with should or shouldn't.
 "To get to the city center, you _____ take bus number 10. You _____ take a taxi; it's very expensive."
 Ответ: should, shouldn't
3. Complete the directions with the correct preposition.
 "The spa is _____ the second door."
 Ответ: on
4. Rephrase the sentence using need to.
 "It is important for guests to confirm their checkout time."
 Ответ: "Guests need to confirm their checkout time."
5. Make the question more polite. Start with "Could you tell me...".
 "Where is the nearest pharmacy?" - "Could you tell me _____?"
 Ответ: where the nearest pharmacy is?

5 семестр

1. Complete the first conditional sentence for giving safety advice.

"If you don't feel well, _____ a doctor immediately." (call / you call)

OTBET: call

2. Rewrite the sentence in the passive voice.

"Someone will call you back in ten minutes." - "You _____ back in ten minutes."

OTBET: will be called

3. Choose the correct introductory word.

"_____, our conference hall can seat 200 people. _____, it has modern audio equipment."

a) However / For example

b) Firstly / Secondly

c) Unfortunately / Actually

4. Write the amount in words as it would appear on a receipt.

Total: \$127.50 - "One hundred twenty-seven dollars and _____ cents."

OTBET: "fifty"

6 семестр

1. Complete the rule with must or mustn't.

"Staff _____ wash their hands before cooking. They _____ smoke in the kitchen."

OTBET: must, mustn't

2. Choose the correct word.

If you need more towels or toiletries, you should contact _____.

a) the security department

b) the housekeeping department

c) the concierge

3. Match the situation with the correct piece of advice.

1. There is a fire alarm. ____

2. You don't feel well. ____

3. The floor in the bathroom is wet. ____

A. You should call a doctor.

B. You ought to use the "slippery floor" sign.

C. You should leave the building immediately.

OTBET: 1-C, 2-A, 3-B

7 семестр

1. Choose the correct form of the verb.

Before _____ (to board / boarding) the plane, you must go through security.

OTBET: boarding

2. Which verb form follows a preposition? Complete the rule: "We use the gerund after prepositions. For example, I am interested in _____ (learn) about new cultures."

OTBET: learning

3. Choose the correct preposition.

I am responsible ____ the breakfast service in the hotel.

- a) **for**
- b) of
- c) with

4. Choose the correct option for a sentence in a CV / statement of intent.

I _____ study hotel management at university next year. I have already been accepted.

- a) will
- b) **am going to**
- c) might

5. Choose the correct grammatical form.

Interviewer: "_____ (you ever work / Did you ever work) in a hotel before?"

Candidate: "Yes, I _____ (worked / have worked) as a waiter for two years in 2022."

6. Form a correct question an interviewer might ask, using the Present Perfect tense.
(you / have / any experience / in customer service?)

Ответ: Have you had any experience in customer service?

УК-4.2. Умеет применять на практике устную и письменную деловую коммуникацию

1 семестр

1. Instructions: A guest calls and says: "Hello, this is Mr. Brown in room 204. Could you tell me what time the swimming pool closes?"

A. "It closes at ten." (hangs up)

B. "Good evening, Mr. Brown. The pool is open until 10 p.m. tonight. Please note, our sauna closes at 9 p.m. if you are interested."

C. "I don't know. Maybe nine?"

2. Instructions: A guest at the front desk says: "I have a reservation for tonight under 'Smith,' but I can't find the confirmation email." What is your FIRST practical action as a receptionist?

a) Tell them they should have printed the email.

b) Say, "No problem. Could you spell your surname, please? Let me check our system by your name and arrival date."

c) Immediately offer them a free room because they lost the email.

3. Complete this standard email reply to a guest's inquiry about room availability. Choose the correct sequence of standard phrases.

"Dear Mrs. Johnson,

Thank you for your email (1) _____.

(2) _____, we have double rooms available for your requested dates.

(3) _____, please visit our website or reply to this email.

(4) _____,

Anna Petrova

Reservations Manager"

Options for gaps: A) Sincerely, B) regarding your inquiry, C) To make a reservation, D) We are pleased to inform you

ОТВЕТЫ: 1-B, 2-D, 3-C, 4-A

2 семестр

1. During check-in, a guest says: "I haven't got the passport. I think I left it in the taxi!" Choose the staff response that best applies practical problem-solving and care.

a) "That's not our problem. You can't check in without a passport."

b) "I understand this is stressful. First, let me contact our taxi company. Meanwhile, do you have a photo of your passport or another ID? We'll do our best to help you sort this out."

c) "Oh no. That's bad. Maybe call the police?"

2. A guest calls about the safe. Match the problem with the clear, polite instruction using an imperative.

1. "I don't remember the code." ____

2. "The safe won't open." ____

3. "How do I set a new code?" ____

A. "Please try code 0000 first. If it doesn't work, I'll send an engineer."

B. "Read the instructions on the inside door. Enter your new code and press 'SET'."

C. "Don't worry. Contact reception, and we will reset it for you."

ОТВЕТЫ: 1-C, 2-A, 3-B

3 семестр

1. Put the directions to the hotel gym in a logical order.

a) Go past the reception desk.

b) It's opposite the spa entrance.

c) Walk down the corridor to the end.

d) Take the elevator to the first floor.

Logical Order: 1., 2., 3., 4.

ОТВЕТЫ: 1-d, 2-a, 3-c, 4-b

2. Make this direct, possibly abrupt question more polite by starting with "Could you tell me...". The guest needs a post office.

"Where is the nearest post office?" - "Could you tell me _____?"

ОТВЕТ: where the nearest post office is?

3. You are a waiter taking an order. Put the dialogue in the correct logical order.

___ "Certainly. Would you like still or sparkling water with your meal?"

___ "I'll have the grilled salmon, please."

___ "Good evening. Are you ready to order?"

___ "Sparkling, please."

ОТВЕТ: 3, 2, 1, 4

4. A guest at the bar is looking at the wine list. You want to offer help. Which question is most effective for practical upselling and good service?
- a) "You want wine?"
- b) "Could I recommend the local white wine? It's very fresh and pairs well with our seafood snacks."**
- c) "Everything is good here."
5. A guest asks: "What's the 'Chef's Special' like?"
Which response best applies descriptive adjectives and encourages the guest?
- a) "It's grilled salmon."
- b) "It's a very popular local dish. It's quite hearty and flavorful, made with tender beef and fresh herbs."**
- c) "It's meat with potatoes."

4 семестр

1. Guest: "I've been waiting for my room service order for over an hour!"
Your response (apologize and take action): "I'm very sorry that _____. Let me _____ the kitchen right away."
Ответ: "you've been waiting so long" / "call / contact"
2. Complete the notice for guests regarding room cleaning using "have something done" and "should".
"Dear Guest, if you wish to _____ (your room / clean) later, please hang the 'Do Not Disturb' sign. For your safety, you _____ always lock your door when leaving."
Ответ: have your room cleaned | should
3. A guest is complaining loudly at the restaurant. You need to ask for their room number politely to look up their reservation.
Direct (less polite): "What is your room number?"
Rephrase as an indirect question: "Could you tell me _____?"
Ответ: "what your room number is" / "which room you are staying in"
4. A guest asks: "What's the best way to get to the old town centre? I'm not in a hurry and want to see the city."
Your best recommendation is:
- a) "Take a taxi. It's the fastest."
- b) "I don't know, I'm not from here."
- c) "You should take the historic tram number 7. It's cheaper than a taxi and you'll see a lot on the way. The stop is just opposite the hotel."**

5 семестр

1. A client calls about a conference booking. Which sentence correctly uses the passive voice to sound professional and focus on the service?
- a) "Our team will set up the conference room for you."
- b) "You need to set up the room."
- c) "The conference room will be set up for you by 8 a.m."**
2. Match the conference equipment (1-3) with its purpose (A-C).

1. Projector and screen	A. For the speaker to move freely during a presentation.
2. Wireless lapel microphone	B. For showing slides and videos to the audience.
3. Flip chart	C. For writing down ideas during a brainstorming session.

OTBET: 1-B, 2-A, 3-C

3. Match the situation (1-2) with the correct Type 1 conditional advice (A-B).

1. If you want to save money, ____ 2. If you feel unwell, ____
 A. you should call a doctor.
 B. you should take a tram, not a taxi.

OTBET: 1-B, 2-A

4. Match the guest's request (1-3) with the correct response (A-C).

1. "Could I speak to the manager, please?" ____ 2. "I'd like to order breakfast in my room." ____ 3. "Can you tell me your check-out time?" ____
 A. "Certainly, sir. Our check-out time is 12 noon."
 B. "Of course. I'll connect you right away."
 C. "Room service is available until 11 a.m. Would you like a menu?"

OTBET: 1-B, 2-C, 3-A

5. Match the item (1-3) with its purpose (A-C) in a conference hall description.

1. A podium 2. A wireless microphone 3. A projector screen
 A. is used for showing presentations to the audience.
 B. is where the speaker stands to give a talk.
 C. allows the speaker to move around while being heard.

OTBET: 1-B, 2-C, 3-A

6 сөмәсрә

1. Match the rule for staff with the correct modal verb of obligation.

- For hygiene, you _____ wash your hands. ____
 You _____ smoke in the kitchen. It's illegal. ____
 You _____ wear a uniform, but we recommend smart clothes. ____
 A. mustn't / cannot
 B. have to / must
 C. don't have to

OTBET: 1-B, 2-A, 3-C

2. Complete the safety rule for staff.

- "Employees _____ wear non-slip shoes in the kitchen."
 a) should
b) must
 c) ought to

3. A guest says: "Can someone clean my room at 4 PM?"

Rephrase this as a polite request from the guest's perspective using 'have something done'.

"I would like to _____ at 4 PM."

Ответ: have my room cleaned

4. Complete the rule.

"All staff _____ wear a hairnet and clean apron. They _____ touch food with dirty hands."

Ответ: must / mustn't (or have to / must not)

7 семестр

1. You are writing a Cover Letter. Which opening sentence is most effective for practical business communication?

a) **"I am writing to apply for the position of Receptionist advertised on your website."**

b) "Hey, I saw your ad and need a job."

c) "To whom it may concern, give me a job please."

2. Complete the candidate's answer during an interview.

Interviewer: "Do you have any experience working under pressure?"

Candidate: "Yes, I _____ (work) in a busy hotel restaurant during the summer festival last year, so I _____ (deal) with high-pressure situations."

Ответ: worked / have dealt (or dealt)

3. Complete the formal email by choosing the correct option.

"Dear Mr. Smith, Thank you for your application. We _____ (**will invite** / are going to invite) you for an interview next week. Please confirm your availability."

УК-4.3. Владеет методикой составления суждения в межличностном деловом общении на государственном и иностранном языках, с применением адекватных языковых форм и средств

1 семестр

1. A guest on the phone is speaking very fast and unclearly. The BEST professional strategy is to:

a) Pretend you understood and guess.

b) Interrupt and say "Speak clearly!"

c) **Say, "I apologize, could you please speak slowly? I want to make sure I get all the details correctly."**

d) Hang up.

2. Complete this telephone offer politely: "You sound unsure about the transfer options. _____ I connect you with our concierge who can give you detailed advice?"

a) **Can**

b) Do you want

c) Would you like

d) Must

3. Complete with the correct form (gerund/infinitive): "We recommend __ (to book **booking**) airport transfers in advance."

4. Put the words and phrases in the correct order to make a question.

Can/park/the car/ we/where?

Ответ: Where can we park the car?

2 семестр

1. Complete with a preposition of time: "Your reservation is confirmed ____ March 15th ____ March 20th."

a) on...at

b) from...to

c) in...until

d) at...for

2. Choose the correct tense to explain a current system issue: "I understand the problem. Our online booking system _____ (has / is having) technical difficulties today, so it _____ (doesn't show / isn't showing) all available rooms."

a) has / doesn't show

b) is having / isn't showing

3. Complete using a possessive adjective: "Here are your key cards. _____ room is 405. Enjoy _____ stay!"

a) You / your

b) Your / your

c) Yours / you

d) You're / yours

4. An email requests a booking for dates that are fully sold out.

a) Simply write: "No rooms available."

b) Ignore the email.

c) Acknowledge the request, clearly state the unavailability, and offer a practical alternative (different dates, room type, or a sister hotel).

d) Promise a room will become available.

5. When writing an email apology for a significant error (e.g., double booking), it is important to:

a) Use very formal, complex language to show seriousness.

b) Blame the computer system.

c) Clearly state what went wrong, apologize sincerely, and explain the concrete steps you are taking to fix it.

d) Minimize the problem.

3 семестр

1. Recommend a dish using a quantity adjective: "The seafood platter is _____ for two people."

(a) enough big (b) **big enough** (c) very big

2. A guest at the restaurant complains his soup is cold. Your FIRST sentence should:
 - a) Explain how the kitchen works.
 - b) Say, "That's impossible."
 - c) **Apologize and show you are dealing with it. (e.g., "I'm very sorry about that. Let me take it back and bring you a fresh one immediately.")**
 - d) Ask if they want dessert.

3. Find the mistakes in each sentence and correct them.
 The Chilean Merlot is not more _____ expensive as the French.
 OTBET: as

4. Find the mistakes in each sentence and correct them
 A Chianti is no as full-bodied as a good Bordeaux.
 OTBET: not

5. Underline the correct words to complete the dialogue.
 CUSTOMER: Excuse me, could you explain the menu, please?
 WAITER: Yes, of course.
 CUSTOMER: What are the smoked salmon blinis?
 WAITER: Well, this dish is a starter. It contains / **consists of** small pancakes with smoked salmon placed on top. The pancakes are **made** / served from flour, milk, and eggs.

6. Underline the correct words to complete the dialogue
 CUSTOMER: They sound delicious! And what's the lobster in mornay sauce?
 WAITER: This is lobster and mushrooms, **served** / contains in a béchamel sauce made with cheese.
 CUSTOMER: And what's the grilled aubergine and red peppers?
 WAITER: This is a main course. The aubergine is grilled and it's made / **served** warm with peppers, olive oil, and herbs.

4 семестр

1. A guest claims she has lost a valuable necklace in the room yesterday. You have no record. The most appropriate INITIAL question is:
 - a) "Are you sure you lost it here?"
 - b) "Did you check your luggage?"
 - c) **"Could you describe the necklace and tell me where you last remember having it?"**
 - d) "We are not responsible for lost items."

2. Give advice using a comparative: "For a panoramic view, the observation deck is _____ (good) than the city museum."
 OTBET: better

3. Topic 16: Make this direct question more polite using an indirect structure: "Where is the manager?"
 "Could you tell me _____?"
 OTBET: where the manager is

4. A guest wants their suit cleaned by tomorrow. Use the correct structure: "You can _____ at our partner laundry." (have clean your suit / **have your suit cleaned**)

5. Report the guest's request: Guest: "Please bring me an extra blanket."
You tell your colleague: "The guest in 502 asked me ____."
OTBET: to bring an extra blanket
6. Turn this complaint into a clear, polite instruction for maintenance: "The minibar is too warm!" - "Please, ____."
OTBET: check the temperature of the minibar in room 321.

5 семестр

1. Use an introductory word to sequence information about a conference room:
"_____, the room seats 50 people. _____, it is equipped with a projector and screen."
a) However / Therefore
b) Firstly / Secondly
c) Unfortunately / Actually
2. Put the words in the correct order to make answers to the questions.
Do you have facilities for business travellers?
fast broadband / centre is / Our business / fully equipped / and has
OTBET: Our business centre is fully equipped and has fast broadband.
3. Put the words in the correct order to make answers to the questions
And what about secretarial services?
a range of / We offer / secretarial services / and conferences / for meetings
OTBET: We offer a range of secretarial services and conferences.
4. Underline the correct words to complete the sentences.
All our conference rooms have a projector but / **so** you can use PowerPoint.
5. Underline the correct words to complete the sentences
Every room has Internet access both / **but** you need a password.
Our conference rooms do not have computers and / **so** you need to use a laptop.
The hotel has 24-hour room service both / **so** you can order food and drinks any
time.
The photocopier is broken and / **but** you can use the fax to copy documents.

6 семестр

1. Give safety advice using the 1st Conditional: "If you _____ (smell) smoke, _____ (use) the stairs and _____ (inform) reception immediately."
OTBET: smell/use/inform
2. Rephrase this active sentence into the passive voice for a formal report: "Someone disconnected the call."
"The call ____."
OTBET: The call was disconnected.
3. Give a piece of safety advice in the hotel using should: "Guests _____ always lock their balcony doors at night."
OTBET: should
4. Complete the sentence with an adjective+preposition combination: "I am very interested _____ learning about hotel management."
OTBET: in
5. In a job interview, answer this question correctly: "Tell me about your previous experience."

"I _____ (work) as a receptionist at the City Hotel for two years. I _____ (learn) a lot about customer service there."

- a) **worked / have learned**
- b) have worked / learned
- c) work / learned

7 Семестр

1. In a cover letter, which phrase is best for expressing a future intention related to the job?
 - a) "I think I will be good."
 - b) **"I am going to apply my customer service skills to enhance your guest experience."**
 - c) "I hope to get the job."
 - d) "Maybe I can learn."

2. In a cover letter, which sentence correctly expresses a planned future action related to the job?

- a) "I think I will be a good employee."
- b) **"I am going to use my experience in customer service to benefit your team."**
- c) "Maybe I will learn new skills."

3. Complete the candidate's answer during an interview.

Interviewer: "Do you have any experience working under pressure?"

Candidate: "Yes, I _____ (work) in a busy hotel restaurant during the festival last year, so I _____ (deal) with high-pressure situations."

Ответ: worked / have dealt (or dealt)

summer