

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ
Національний університет “Запорізька політехніка”

МЕТОДИЧНІ ВКАЗІВКИ
ДЛЯ ПРАКТИЧНИХ ЗАНЯТЬ ТА САМОСТІЙНОЇ РОБОТИ
З ДИСЦИПЛІНИ «З ДИСЦИПЛІНИ «ІНОЗЕМНА МОВА В
ГАЛУЗІ (АНГЛІЙСЬКА)», ЧАСТИНА 1

для здобувачів першого (бакалаврського) рівня вищої освіти

всіх форм навчання

за освітньою програмою «241 Готельно-ресторанна справа»

2024

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Методичні вказівки для практичних занять та самостійної роботи з дисципліни «Іноземна мова в галузі (англійська)», частина 1 для здобувачів першого (бакалаврського) рівня вищої освіти всіх форм навчання за освітньою програмою «241 Готельно-ресторанна справа» / Укл.: Василенко Г.В., Горлачова В.В. Запоріжжя: НУ «ЗП», 2024. 44с.

Затверджено на засіданні кафедри
«Іноземна філологія та переклад»

Протокол № 4 від 30.10.24 р.

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UNIT 1 DEALING WITH INCOMING CALLS

Ex. 1. Fill in the blanks in the dialogue using the words from the box

Voicemail, busy, schedule, reply, message

Peter: Hi, John! I tried calling you earlier, but you didn't pick up.

Andrew: Sorry, I was really _____ with a meeting.

Peter: No problem! Did you get my _____?

Andrew: Yes, I did. I'll _____ as soon as I check my _____.

Peter: Great! Just let me know when you're free. We can reschedule the meeting.

Ex. 2. Match the phrases with their correct meanings

1. «Can you hold on a second?»	A. The person will return the call or respond later.
2. «I'll get back to you»	B. The phone is currently engaged in another call.
3. «I missed your call»	C. The caller should leave a voicemail after the tone.
4. «Leave a message after the beep»	D. The speaker is asking the caller to wait briefly.
5. «The line is busy»	E. The person was unable to answer the phone at the time of the call.

Ex. 3. In pairs, role-play the following situation

The reception manager has got a call

The caller (who is a hotel guest) is looking for his wife/husband; he has forgotten his smartphone so he can't reach her/ him directly

The reception manager can't get the guest's wife/husband either; nobody answers the room phone.

The caller (who is a hotel guest) is asking about leaving a message.

The reception manager is taking notes.

Ex. 4. Rewrite the sentences so that they mean the same, using the words given

1. I couldn't answer your call. (*missed*) 2. Please send me a reply. (*respond*). 3. I was on another call when you tried to reach me. (*busy*) 4. I'll call you back later. (*get back*). 5. I left a message on your voicemail. (*after the beep*)

Ex. 5. Choose the correct word to complete the sentences

answer	text	ring	voicemail	hang up
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1. I heard the phone ____ but I was too late to ____ it. 2. If someone leaves a ____, don't forget to listen to it. 3. I'll __ you the details after the meeting. 4. When you finish the call, don't forget to _____. 5. Sorry, I missed your call. My phone was on silent, so I didn't hear it _____.

Ex. 6. Choose the correct modal verb to complete the sentences. Use *can*, *could*, or *may*

1. _____ I leave the meeting early today?
 - a) Can;
 - b) Could;
 - c) May.
2. You _____ borrow my book if you promise to return it by Friday.
 - a) can;
 - b) may;
 - c) could.
3. When I was younger, I _____ stay up late if I finished my homework.
 - a) can;
 - b) could;
 - c) may.
4. _____ I use your phone to make a quick call?
 - a) May;
 - b) Can;
 - c) Could.
5. You _____ take a short break now if you feel tired.
 - a) may;
 - b) can;
 - c) could.

Ex. 7. Rewrite the following sentences using a different modal verb to express the same meaning

1. Can I open the window? 2. Could you lend me your pen? 3. You may start the test now. 4. Can I leave the table? 5. Could we speak in private for a moment?

Ex. 8. Complete the sentences with the correct modal verb of permission (*can*, *could*, *may*)

1. ____ I have another slice of cake, please? 2. In the past, children ____ play outside until dark without any worries. 3. You ____ use the computer after I'm done with it. 4. Excuse me, ____ I ask you a quick question? 5. When I was younger, I _____ stay up late on weekends.

Ex. 9. The following sentences contain mistakes related to modal verbs of permission. Correct the mistakes

1. Can I may borrow your book for the weekend? 2. You could to use my laptop if you need it. 3. May you help me with this math problem? 4. Could I can leave the office early today? 5. Children may allowed to play in the park until 8 P.M.

Ex. 10. Provide Ukrainian equivalents of these idioms

It's not my cup of tea	
apple of one's eye	
bad egg	
big cheese	
bread and butter	
bring home the bacon	
butter someone up	
cool as a cucumber	
(don't) cry over spilled milk	
be full of beans	

Ex.11. Match each idiom to its correct meaning

1. It's not my cup of tea	a) A person who is important or influential
2. Apple of one's eye	b) The most important or basic part of something
3. Bad egg	c) A person who behaves badly
4. Big cheese	d) To earn a living, to provide for one's family
5. Bread and butter	e) To praise someone in order to gain favor
6. Bring home the bacon	f) To stay calm and relaxed
7. Butter someone up	g) Something or someone very special to someone
8. Cool as a cucumber	h) To be energetic and lively
9. (Don't) cry over spilled milk	i) It's not something I like or enjoy
10. Be full of beans	j) To not be upset over something that has already happened

Ex. 12. Complete the sentences using the correct idiom from the list

1. John was really angry when he lost the game, but I told him, "_____."
2. My little sister is the _____ of my parents' _____.
3. She doesn't like action movies; they're _____.
4. After years of hard work, she finally became the _____ of the company.
5. You need to _____ if you want to afford that new car.

Ex. 13. Choose the correct idiom to complete each sentence

1. Sarah is always _____; she's so energetic and excited all the time!
 - a) cool as a cucumber;
 - b) full of beans;
 - c) bringing home the bacon.
2. Mike is a _____; he's always getting into trouble at school.
 - a) bad egg;
 - b) big cheese;
 - c) bread and butter.
3. James tried to _____ his boss by complimenting her new hairstyle.
 - a) bring home the bacon;
 - b) butter someone up;
 - c) cry over spilled milk.
4. The new project at work is really stressful, but Janet is _____.
 - a) cool as a cucumber;
 - b) the apple of her eye;
 - c) full of beans.

Ex. 14. Write a short paragraph (50-80 words) describing a situation where you could use two or more of the idioms from the list. Underline the idioms

It's not my cup of tea
 apple of one's eye
 bad egg
 big cheese
 bread and butter
 bring home the bacon
 butter someone up
 cool as a cucumber
 (don't) cry over spilled milk

UNIT 2

CUSTOMER INFORMATION

Ex. 1. Complete the dialogue using the words from the box

Amenities complimentary reservation facilities check-in

Guest: Good afternoon, I have a _____ under the name of Smith.

Receptionist: Welcome, Mr. Smith. We have your _____ ready.

Let me tell you about our hotel _____.

Guest: That sounds great! What _____ do you offer?

Receptionist: We have a spa, a gym, and a pool. Plus, there's _____ breakfast included with your stay.

Ex. 2. Match the hotel-related phrases with their correct descriptions

1. Room service	A. A small fridge in the room with drinks and snacks.
2. Concierge	B. Assistance with booking tickets, making reservations, and providing local information.
3. Wi-Fi access	C. Internet connectivity available throughout the hotel.
4. Laundry service	D. Service that delivers food and drinks to your room.
5. Mini-bar	E. A service that cleans and presses your clothes during your stay.

Ex. 3. In pairs, role-play the following scenario

Guest has just checked into a hotel and wants to know more about the available services and facilities.

Receptionist provides detailed information about the hotel's services.

Guest: Ask about the gym, breakfast times, and any additional services like airport transfers.

Receptionist: Explain the available facilities and any complimentary services, as well as how to use them.

Ex. 4. Rewrite the sentences to mean the same, using the words given

1. Does the hotel offer free Wi-Fi? (*complimentary*)
2. Can I order food to my room? (*room service*)
3. Is there a place where I can exercise? (*gym*)
4. I need help with booking a city tour. (*concierge*)

5. Can I get my clothes cleaned here? (*laundry service*)

Ex. 5. Choose the correct word to complete the sentences

Suite	buffet	shuttle	check-out	housekeeping
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1. We have reserved a _____ for your family. It includes two bedrooms and a living area. 2. The hotel offers a _____ breakfast every morning with a variety of options. 3. The airport _____ leaves every hour from the main entrance. 4. Please note that _____ time is at 12 PM. 5. If you need fresh towels, just call _____, and they'll bring them to your room.

Ex. 6. Complete the sentences using «There is» or «There are»

1. ___ a new restaurant in town that everyone is talking about. 2. _____ several books on the table. 3. ___ a lot of people at the concert last night. 4. ___ some cookies left in the jar. 5. _____ a big park near my house. 6. ___ no milk in the fridge. 7. ___ many different ways to solve this problem. 8. _____ a beautiful painting on the wall. 9. _____ a few students in the library. 10. _____ a new movie coming out this weekend.

Ex. 7. Complete the sentences using «There was» or «There were»

1. ___ a lot of noise outside last night. 2. ___ many people at the meeting yesterday. 3. ___ only one piece of cake left. 4. _____ several cars parked outside the building. 5. _____ a cat sitting on the windowsill. 6. ___ some confusion about the schedule. 7. ___ a strange smell in the kitchen. 8. _____ two messages waiting for you. 9. _____ a lot of traffic this morning. 10. ___ a storm last night, and ___ many fallen trees in the morning.

Ex. 8. Rewrite the sentences using the correct form of «There is/are» or «There was/were»

1. Many people were at the party last night. 2. A large park is near the school. 3. Only a few cars were on the road during the storm. 4. A beautiful sunset was yesterday. 5. Many shops are in this area. 6. A new student is in our class. 7. Many opportunities were in the city for young professionals. 8. A loud noise was outside the window. 9. Only one answer is correct. 10. Several options are available for lunch today.

Ex. 9. Complete the sentences using the correct preposition of location (e.g., in, on, at, under, behind, between, next to, opposite, above, below)

1. The cat is _____ the table. 2. The keys are _____ the drawer. 3. The park is _____ the bank and the post office. 4. The clock is _____ the fireplace. 5. The supermarket is _____ the street from the library. 6. The children are playing _____ the garden. 7. The picture hangs _____ the

sofa. 8. The books are _____ the shelf. 9. The car is parked _____ the garage. 10. The bus stop is _____ the corner of the street.

Ex. 10. Provide Ukrainian equivalents of these idioms

gravy train	
hot potato	
in a nutshell	
piece of cake	
put all of one's eggs in one basket	
souped up	
sell like hot cakes	
spice things up	
spill the beans	
use your noodle	

Ex.11. Match each idiom to its correct meaning

gravy train	a) A situation that is very easy or simple
hot potato	b) To give a brief summary
in a nutshell	c) To rely on a single plan or idea for success
piece of cake	d) To reveal a secret
put all of one's eggs in one basket	e) To think carefully or use your brain
souped up	f) Something controversial or difficult to deal with
sell like hot cakes	g) To improve or make something more exciting
spice things up	h) A job or situation that provides easy money
spill the beans	i) To enhance or modify something to make it more powerful
use your noodle	j) To be very popular and sell quickly

Ex. 12. Complete the sentences using the correct idiom from the list

1. The decision to close the factory became a _____ for the company.

2. She gave us the details _____, so we could understand the situation quickly.

3. Don't _____; you should have a backup plan in case this doesn't work out.

4. This new video game is ____; we've sold hundreds of copies already.

5. He managed to _____ the surprise party by telling everyone about it beforehand.

Ex 13. Choose the correct idiom to complete each sentence

1. Upgrading your old car with a new engine is a great way to _____ your ride.

a) sell like hot cakes;

b) spice things up;

c) soup it up.

2. That exam was a _____; I finished it in no time!

a) piece of cake;

b) gravy train;

c) hot potato.

3. The new restaurant is on the _____; everyone in town is talking about it.

a) piece of cake;

b) gravy train;

c) hot potato.

4. If you want to solve this puzzle, you'll need to _____.

a) spill the beans;

b) use your noodle;

c) spice things up.

Ex.14. Write a sentence using each of the following idioms. Make sure the sentence shows that you understand the meaning of the idiom

1. Put all of one's eggs in one basket

2. Spill the beans

3. Spice things up

4. Gravy train

5. In a nutshell

UNIT 3 TAKING RESERVATIONS

Ex. 1. Fill in the blanks with the appropriate words or phrases

Reserve, book dates, duration, checking out,
leaving book, reserve sea, garden

Context: A guest is calling a hotel to make a room reservation.

Receptionist: Good afternoon! Thank you for calling Sunshine Hotel.

How may I assist you?

Guest: Hi, I'd like to _____ (1) a room, please.

Receptionist: Certainly! May I know the _____ (2) of your stay?

Guest: Sure. I'll be arriving on the 12th of October and _____ (3) on the 15th.

Receptionist: Thank you. What type of room would you like to _____ (4)?

Guest: I'd prefer a double room with a _____ (5) view.

Ex. 2. Match the terms with their correct definitions

1. Check-in	a. The process of informing the hotel that you will not be using a booked service.
2. Cancellation	b. An agreement to keep something (e.g., a room) for someone.
3. Reservation	c. The process of registering at the hotel upon arrival.
4. Confirmation	d. When something (e.g., a room) is free and can be booked.
5. Availability	e. Official acknowledgment that a booking has been made.

Ex. 3. Pair up with a partner. One person will be the hotel receptionist, and the other will be the guest. Use the prompts below to create a dialogue

Guest Prompts

You want to book a room for two nights.

You prefer a room with a balcony.

Ask about the amenities included with the room.

Confirm your reservation details at the end of the call.

Receptionist Prompts

Greet the guest and ask how you can assist them.

Offer options for room types and provide information about amenities.

Confirm the dates and price of the booking.

Thank the guest and provide the booking reference number.

Ex. 4. The following dialogue contains five mistakes related to booking a room. Identify and correct them

Guest: I would like to book a single room with a garden few, please.

Receptionist: Sure. Let me check the availability. We have a single room available from the 13th of September for four nights.

Guest: That's great! Can I check out on the 16th of September?

Receptionist: Of course! Would you like to confirm your registration?

Guest: Yes, please confirm my reservation. I will see you on the 13th of September. Can you confirm my check-in time as well?

Receptionist: Check-in time is from 2:00 PM. Thank you for choosing us.

Ex. 5. Use the following vocabulary words to write a short paragraph about booking a hotel room

Vocabulary: confirmation, reservation, amenities, double room, check-out

Ex. 6. Fill in the blanks with the correct preposition of time: *in, on, or at*.

1. She usually wakes up _____ 7:00 AM.
2. They are going on vacation _____ August.
3. The meeting is scheduled _____ Friday afternoon.
4. We always have a family dinner _____ Christmas Eve.
5. My birthday is _____ June 15th.
6. He likes to read _____ the evening.
7. The concert starts _____ midnight.
8. I will finish my project _____ the weekend.
9. They moved to this city _____ 2021.
10. The train leaves _____ noon.

Ex. 7. Choose the correct preposition of time (*for, during, or since*) to complete each sentence

1. I have been living here _____ five years.
2. He worked in the company _____ 2010.
3. They were silent _____ the entire movie.
4. We haven't seen each other _____ last summer.
5. She studied _____ three hours last night.
6. He will be in town _____ the weekend.
7. I've been waiting for you _____ 2:00 PM.

8. They talked _____ the whole meeting.
9. We have been friends _____ childhood.
10. She was away _____ the holiday season.

Exercise 8. Add the correct tag question to the following positive sentences

1. You're coming to the party, _____? 2. She can swim well, _____?
3. They will be here soon, _____? 4. He's finished his homework, _____?
5. You know the answer, _____? 6. She's a good singer, _____?
7. We're meeting them later, _____? 8. He can't speak French, _____?
9. The movie was great, _____? 10. It's cold today, _____?

Ex. 9. Add the correct tag question to the following negative sentences

1. You aren't going out tonight, _____? 2. He doesn't like coffee, _____?
3. They didn't call you, _____? 4. She hasn't seen the movie, _____?
5. You don't have any siblings, _____? 6. He isn't coming to the meeting, _____?
7. We won't be late, _____? 8. She wasn't feeling well, _____? 9. They haven't left yet, _____? 10. You didn't finish the book, _____?

Ex. 10. Fill in the blanks with the correct preposition of time: by, after, from...to, or before

1. The report must be submitted __ Friday.
2. We stayed at the party ___ 8 PM ___ midnight.
3. She always takes a walk ___ dinner.
4. I'll call you ___ I leave the office.
5. They lived in Spain ___ 2010 ___ 2015.
6. The train will arrive ___ 10 AM, so please be there ___ then.
7. She likes to meditate ___ going to bed.
8. The exhibition is open ___ Monday ___ Saturday.
9. Please finish your work ___ the meeting starts.
10. We usually go out for coffee ___ our English class.

Ex. 11. Provide Ukrainian equivalents of these idioms

To go bananas	
Bring home the bacon	
Hard nut to crack	
Eat like a horse	
Have bigger fish to fry	
Walk on eggshells	
Piece of cake	
Like two peas in a pod	
Have a sweet tooth	
Salt of the Earth	

Ex. 12. Match each idiom with its correct meaning.

To go bananas	A. act very excited or crazy
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Bring home the bacon	B. To earn a living
Hard nut to crack	C. Someone or something very difficult to understand
Eat like a horse	D. To eat a lot
Have bigger fish to fry	E. To have more important things to do
Walk on eggshells	F. To be very careful in a tense situation
Piece of cake	G. Something very easy to do
Like two peas in a pod	H. Two people who are very similar
Have a sweet tooth	I. To love sugary foods
Salt of the Earth	J. A very good and honest person

Ex. 13. Complete each sentence with the correct idiom

1. My grandmother is the ___; she's always helping others without expecting anything in return. 2. I didn't eat breakfast, so I'm going to ___ at lunch. 3. Don't worry about the exam; it's a _____. 4. After hearing the bad news, she started to _____. 5. The problem with the software was a ___; it took the team days to solve it.

Ex. 14. Choose the idiom that best completes the sentence

- John and his brother are _____. They look and act so much alike.
 - Hard nut to crack;
 - Like two peas in a pod;
 - Salt of the Earth.
- After the argument, everyone in the room was _____, afraid to say anything.
 - Walk on eggshells;
 - Piece of cake;
 - Eat like a horse.
- I really want to help you, but I _____ right now.
 - Have bigger fish to fry;
 - Go bananas;
 - Have a sweet tooth.
- When she heard the good news, she _____ with excitement.
 - Went bananas;
 - Ate like a horse;
 - Brought home the bacon.

Ex. 15. Read the short paragraph and underline the correct idiom to complete the sentence

Sarah was preparing for her final exams, and she had been studying for hours. She wanted to go out with her friends, but she knew she (1) (had a sweet tooth / had bigger fish to fry). On the day of the exam, she was nervous, but as soon as she started, she realized it was a (2) (piece of cake / hard nut to crack). Afterward, she celebrated by going out for dinner with her friend, who was (3) (salt of the Earth / like two peas in a pod) her. They laughed and joked, and Sarah (4) (went bananas / walked on eggshells) when she found out she had passed with flying colors.

UNIT 4

DEALING WITH BOOKING INQUIRIES

Ex. 1. Complete the dialogue by filling in the blanks with appropriate words or phrases

During, reserve, book, date, included, provided, option, shall, should,

A guest is inquiring about room availability, but the hotel is fully booked.

Guest: Good afternoon. I'd like to book a room for two nights starting from the 10th of September.

Receptionist: I'm sorry, but we are fully booked _____ (1) those dates. Would you be interested in an alternative _____ (2)?

Guest: What options do you have?

Receptionist: We do have availability from the 12th to the 14th of September. Would that work for you, or _____ (3) I check for other nearby hotels?

Guest: The 12th works for me. Could you please ____ (4) the room for me?

Receptionist: Certainly! I'll make the reservation right away. Would you prefer a double room or a twin room?

Guest: A double room, please. Also, can you confirm if breakfast is ____ (5)?

Receptionist: Yes, breakfast is included. Your booking is confirmed. We look forward to your stay!

Ex. 2. Match the hotel-related terms with their correct definitions

1. Alternative	a. When there are no rooms left to reserve.
2. Fully booked	b. An option offered when the first choice is not available.
3. Upgrade	c. The possibility to stay in a better room or get additional services.
4. Availability	d. The rules about canceling a booking and possible penalties.
5. Cancellation policy	e. Whether rooms or services are free to be booked or used.

Ex. 3. Pair up with a partner. One person will be the hotel receptionist, and the other will be the guest. Use the prompts below to create a dialogue

Guest Prompts

You want to book a room, but you're flexible with the dates.

Ask about different room types and their prices.

Request an alternative if your preferred dates are unavailable.

Confirm the new booking details.

Receptionist Prompts

Greet the guest and ask for their preferred booking dates.

Inform the guest if the hotel is fully booked and suggest alternatives.

Offer different room types or other available dates.

Confirm the reservation and summarize the details.

Ex. 4. The following dialogue contains five mistakes related to booking enquiries and suggesting alternatives. Identify and correct them.

Guest: Hello, I would like to book a single room for tonight.

Receptionist: I'm afraid we are all booked up this evening. Would you be interested in a twin room for tomorrow?

Guest: I really needed the room tonight. Is there anything else you could suggest?

Receptionist: I can recommend a hotel nearby which has rooms available. Would you like to book it through us?

Guest: Yes, that sounds fine. Please go ahead and book it.

Ex. 5. Use the following vocabulary words to write a short dialogue between a hotel receptionist and a guest who is inquiring about room availability

Vocabulary: suggest, upgrade, available, alternative, reservation

Ex. 6. Decide whether each sentence should be in the active or passive voice. Rewrite the sentence if necessary

1. The receptionist _____ (confirm) the booking for tomorrow night.
2. The rooms _____ (clean) by housekeeping every day.
3. Guests _____ (check-in) at the front desk when they arrive.
4. The reservation _____ (make) by the travel agent.
5. We _____ (serve) breakfast between 7 AM and 10 AM.

Ex. 7. Fill in the blanks with the correct form of the verb in either Present Simple or Present Progressive

1. The hotel staff ____ (prepare) the rooms for the new guests right now.
2. The manager _____ (handle) all booking enquiries personally.
3. Our hotel _____ (offer) a complimentary breakfast every morning.
4. I _____ (wait) for a confirmation email from the hotel.

5. Guests usually _____ (request) a room with a sea view.

Ex. 8. Convert the following active sentences into passive voice

1. The hotel staff processes the bookings daily.
2. They are currently cleaning the deluxe suite.
3. The system sends a booking confirmation to your email.
4. The receptionist is assisting a guest with their luggage.
5. Housekeeping changes the bed linens every morning.

Ex. 9. Each sentence contains a mistake related to the use of Present Simple or Present Progressive. Find and correct the mistake

1. The guests is checking in right now.
2. A booking confirmation send to your email automatically.
3. We provides a shuttle service to the airport.
4. The staff prepares the rooms as we speak.
5. The pool is cleaning every evening by the maintenance team.

Ex. 10. Choose the correct form of the verb (Present Simple or Present Progressive, Active or Passive) to complete the sentence

1. The hotel _____ (offers / is offering) a special discount this month.
2. All bookings _____ (are handled / are handling) by the front desk team.
3. The guests _____ (are checked / are checking) in at the moment.
4. Housekeeping _____ (clean / is cleaning) the rooms right now.
5. Dinner _____ (serves / is served) between 6 PM and 9 PM every day.

Ex. 11. Provide Ukrainian equivalents of these idioms

In a pickle	
As easy as pie	
Bitter pill to swallow	
Eat crow	
Eat like a bird	
Eat like a horse	
Have a lot on one's plate	
Melt in one's mouth	
Couch potato	
Meat and potatoes	

Ex. 12. Match each idiom with its correct meaning

1. Eat crow	A. A lazy person who spends a lot of time watching TV
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2. Eat like a bird	B. The most basic and essential aspects of something
3. Eat like a horse	C. To be very busy or have many responsibilities
4. Have a lot on one's plate	D. To eat a lot
5. Melt in one's mouth	E. Very tender and tasty food
6. Couch potato	A. To admit you were wrong
7. Meat and potatoes	G. To eat very little

Ex. 13. Complete each sentence with the correct idiom

1. After losing the bet, I had to ____ and apologize in front of everyone.
2. The steak was so tender it just _____.
3. Sarah is such a _____; she never wants to do anything active.
4. You can't expect him to eat much; he _____.
5. She's got _____ right now with work and family issues.
6. When it comes to work, he's focused on the _____; he doesn't bother with the details.
7. After the hike, I was so hungry I could _____.

Ex. 14. Choose the idiom that best completes the sentence

1. The main course was so good, it just _____.
 - a) Melted in my mouth;
 - b) Ate like a bird;
 - c) Was a bitter pill to swallow.
2. John is a _____; all he does is sit on the couch and watch TV.
 - a) Meat and potatoes;
 - b) Couch potato;
 - c) Eat crow.
3. After being caught lying, she had to _____.
 - a) Eat like a bird;
 - b) Eat like a horse;
 - c) Eat crow.
4. He's got _____ right now with the new project deadline approaching.
 - a) A couch potato;
 - b) A lot on his plate;
 - c) Meat and potatoes.

Ex. 15. Read the short paragraph and underline the correct idiom to complete the sentence

Emily's schedule has been hectic lately. She (1) [has a lot on her plate / eats like a bird], juggling work, school, and family responsibilities. Despite

being so busy, she always finds time to enjoy a good meal. Last night, she ordered a steak that (2) [melted in her mouth / ate like a horse]. When she's relaxing at home, she turns into a bit of a (3) [couch potato / meat and potatoes], enjoying her favorite TV shows. But when it comes to work, she's all about the (4) [meat and potatoes / eating crow], focusing on what's most important and not getting distracted by minor details.

UNIT 5 CORRESPONDENCE

Ex. 1. Complete the e-mail by filling in the blanks with appropriate words or phrases

double, deluxe at, for Sincerely, Best regards alternatives,
other options for, during regarding, about

Context: A hotel manager is replying to a customer who inquired about room availability.

Subject: Availability of Rooms in October

Dear Mr. Smith,

Thank you for your inquiry _____ (1) room availability at our hotel. I am pleased to inform you that we have several rooms available _____ (2) your requested dates from the 15th to the 20th of October.

We can offer you a _____ (3) room with a sea view, which includes breakfast _____ (4) the rate of \$150 per night. If this option does not suit your needs, please let us know, and we will be happy to suggest _____ (5).

Please do not hesitate to contact us if you have any further questions or if you would like to confirm your booking.

_____ (6),

John Doe

Hotel Manager

Ex. 2. Match the hotel-related terms with their correct definitions

Confirmation	a. The act of asking for information.
Enquiry	b. An official acknowledgment of a booking or action.
Cancellation	c. An appointment or room booking secured for future use.
Follow-up	d. A response or check-in after an initial communication.
Reservation	e. The process of officially canceling a booking.

Ex. 3. Write a short e-mail response (50-80 words) to a customer who has requested to cancel their booking. Offer them a chance to reschedule their stay

E-mail Context: The customer's booking is for the 10th of September. The hotel has a 48-hour cancellation policy, but you'd like to offer them flexibility.

Ex. 4. The following e-mail has been jumbled. Put the sentences in the correct order to form a coherent e-mail

We are pleased to offer you an upgrade to a deluxe room at no extra charge.

Please let us know if this arrangement is acceptable to you.

Dear Ms. Johnson,

We look forward to welcoming you to our hotel.

As requested, your stay has been extended by one night.

Best regards,

Thank you for choosing our hotel for your upcoming visit.

Ex. 5. Below are phrases from hotel correspondence. For each formal phrase, write an informal equivalent that could be used in a more casual e-mail or letter

1. We would like to extend our gratitude for your recent stay at our hotel.
2. Should you require any further assistance, please do not hesitate to contact us.
3. We sincerely apologize for any inconvenience caused.
4. We are pleased to inform you that your booking has been confirmed.
5. Kindly let us know if there is anything else we can assist you with.

Ex. 6. Match the following informal abbreviations commonly used in texts and emails with their correct meanings

1. BRB	a. Laughing out loud
2. IDK	b. Talk to you later
3. BTW	c. Be right back
4. LOL	d. For your information
5. OMG	e. By the way\
6. TTYL	f. Oh my God
7. FYI	g. I don't know
8. ASAP	h. As soon as possible

Ex. 7. Fill in the blanks with the correct abbreviation from the list provided
BTW, ASAP, TTYL, IDK, BRB, FYI, LOL, OMG

1. I'll be back in 5 minutes, _____.
2. _____, did you finish the report?
3. I have no idea what happened, _____.
4. This is urgent; please respond _____.
5. _____, I saw your email about the meeting.
6. That joke was hilarious! _____.

7. _____, can you help me with this later?
 8. _____, this is the address for the meeting tomorrow.

Ex. 8. Rewrite the following formal sentences using informal abbreviations

1. I do not know the answer to your question. 2. I will talk to you later.
 3. Please get back to me as soon as possible. 4. For your information, the meeting is at 10 AM. 5. I am laughing out loud at this joke! 6. By the way, have you completed the assignment? 7. Oh my God, I can't believe it! 8. I will be right back.

Ex. 9. Read the following sentences and underline the abbreviation used.

Then, write its full meaning

1. I'll BRB; just need to grab something from the kitchen.
2. OMG, I forgot to send the email!
3. IDK if I can make it to the party tonight.
4. BTW, don't forget the meeting tomorrow at 9 AM.
5. TTYL, I'm heading out now.
6. LOL, that's so funny!
7. Can you finish this ASAP?
8. FYI, the report is due by noon.

Ex. 11. Provide Ukrainian equivalents of these idioms

Food for thought	
Packed in like sardines	
Bread and butter	
Be full of beans	
Spill the beans	
Not for all the tea in China	
Not my cup of tea	
Cry over spilled milk	
Half a loaf is better than none	
Chew the fat	

Ex. 12. Match each idiom with its correct meaning.

Food for thought	a. To be enthusiastic and energetic
Packed in like sardines	b. To reveal a secret
Bread and butter	c. Something that makes you think
Be full of beans	d. To complain about something that cannot be changed
Spill the beans	e. To be very crowded

Not for all the tea in China	f. To talk casually, usually about unimportant things
Not my cup of tea	g. A person's main source of income
Cry over spilled milk	h. It's better to have something than nothing at all
Half a loaf is better than none	i. To dislike something
Chew the fat	j. Not even for a large reward or incentive

Ex. 13. Use the correct idiom from the list to fill in the blanks

(*Food for thought, Packed in like sardines, Bread and butter, Be full of beans, Spill the beans, Not for all the tea in China, Not my cup of tea, Cry over spilled milk, Half a loaf is better than none, Chew the fat*)

1. The train was so crowded; we were all _____. 2. He was so excited, he was _____ all day. 3. The boss gave us some _____ during the meeting today. 4. I wouldn't take that job _____. 5. Don't _____; it won't change anything. 6. That kind of music is _____. 7. I need to _____ with my friend about the weekend plans. 8. She didn't want to _____, but eventually, she told us the surprise. 9. Writing is her _____; she earns a living by it. 10. Although the gift wasn't perfect, _____.

Ex. 14. Replace the phrase in each sentence with the correct idiom from the list provided.

(*Food for thought, Packed in like sardines, Bread and butter, Be full of beans, Spill the beans, Not for all the tea in China, Not my cup of tea, Cry over spilled milk, Half a loaf is better than none, Chew the fat*)

1. The lecture provided us with a lot to think about. After they told him the secret, he decided to reveal it.
 2. They were so crowded on the bus.
 3. She earns her living by teaching.
 4. He was very energetic after the workout.

Ex. 15. Choose the correct idiom to complete each sentence

1. When the new policy was introduced, it gave us a lot of _____.

- a) Chew the fat;
- b) Food for thought;
- c) Not my cup of tea.

2. I wouldn't accept that deal _____.

- a) Bread and butter;
- b) Not for all the tea in China;
- c) Spill the beans.

3. After the party, the room was _____.
- a) Packed in like sardines;
 - b) Be full of beans;
 - c) Cry over spilled milk.
4. I prefer to _____ with my neighbors in the evening.
- a) Food for thought;
 - b) Chew the fat;
 - c) Cry over spilled milk.
5. Even though the pay is low, _____.
- a) Half a loaf is better than none;
 - b) Not for all the tea in China;
 - c) Be full of beans.

UNIT 6 WELCOMING GUESTS

Ex. 1. Complete the following dialogue by filling in the blanks with the appropriate words or phrases

Receptionist: Good afternoon! Welcome to The Grand Hotel. How can I help you today?

Guest: Good afternoon! I have a _____ (1) under the name of John Smith.

Receptionist: Let me check that for you. _____ (2) one moment, please.

Guest: Sure, no problem.

Receptionist: Thank you for your _____ (3). Yes, Mr. Smith, I see your reservation here. You've booked a _____ (4) room for three nights, correct?

Guest: That's correct.

Receptionist: Excellent. May I please see your _____ (5) for identification?

Guest: Of course, here you go.

Receptionist: Thank you. Everything is in order. Here is your room _____ (6). You're in room 305 on the third floor. _____ (7) are available in the lobby, and breakfast is served from 7:00 AM to 10:00 AM in the restaurant.

Guest: That sounds great. Thank you very much.

Receptionist: You're welcome! If you need anything during your stay, don't hesitate to _____ (8) the front desk. Enjoy your stay!

Ex. 2. Match the following hotel-related terms with their correct definitions

1. Reservation	a. The process of registering your arrival at a hotel
2. Check-in	b. A small card used to open your hotel room
3. Identification	c. An official document used to verify identity
4. Concierge	d. A service or facility provided by the hotel
5. Key card	e. The act of booking a room in advance
6. Upgrade	f. A staff member who helps guests with various services
7. Amenities	g. Bags and suitcases brought by travelers
8. Luggage	h. Moving to a higher category of room or service

Ex. 3. Work with a partner. One person is the hotel receptionist, and the other is a guest checking into the hotel. Use the prompts below to create a conversation

Guest Prompts:

You have a reservation under your name.

You want to know the check-out time.

Ask if there is Wi-Fi in the rooms.

Inquire about the gym hours.

Receptionist Prompts:

Greet the guest and ask for their reservation details.

Confirm the reservation and provide room information.

Explain the check-out time.

Inform the guest about the Wi-Fi and gym facilities.

Ex. 4. The sentences below are jumbled. Put them in the correct order to form a coherent dialogue between a receptionist and a guest

Guest: Sure, it's under the name Anna Lee.

Guest: Hi, I have a reservation.

Receptionist: Perfect! I'll check you in right away. Here is your key card.

Receptionist: Welcome to The Sunrise Hotel. How may I help you?

Receptionist: Can I have your name, please?

Ex. 5. Fill in the gaps in the following sentences with the correct words from the list

(conciierge, check-in, reservation, key card, amenities, identification)

1. Upon arrival, the guest completed the _____ process at the front desk. 2. The _____ provided information about local attractions and restaurants. 3. I need to see your _____ before I can give you the room key. 4. The guest handed the receptionist the _____ to confirm their booking. 5. The hotel offers several _____, including a pool, spa, and free breakfast. 6. Don't forget to take your _____ with you when you leave your room.

Ex. 6. Fill in the blanks with the correct pronoun or adjective from the list provided

(mine, yourself, their, those, him, our, this, herself)

1. John forgot his jacket, so I gave _____ my spare one.
2. Is this pen _____, or does it belong to someone else?
3. The students finished _____ homework before the deadline.
4. She looked at _____ in the mirror and smiled.
5. _____ are the books I was telling you about.

6. Please make _____ comfortable while you wait.
7. We have a dog, and _____ name is Max.
8. I found _____ notebook on the table. Is it yours?

Ex. 7. Match each word to its correct type (object pronoun, possessive pronoun, possessive adjective, demonstrative pronoun, reflexive pronoun)

1. them	
2. his	
3. ours	
4. that	
5. themselves	
6. her	
7. yours	
8. these	

Ex. 8. Rewrite each sentence, replacing the bold words with the correct pronoun or adjective

1. Sarah and Tom invited **me and my sister** to their party.
2. This is **the book that belongs to me**.
3. We completed **our work** before the deadline.
4. I saw **these pictures** in the album.
5. She took **herself** on a solo trip.
6. That bag is **his**.

Ex. 9. Identify and correct the mistake in each sentence related to pronouns or adjectives

1. This is my book, and this one is your.
2. She looked at himself in the mirror.
3. Them need to finish their project by tomorrow.
4. Is this yours keys on the table?
5. Those are mine friends from school.
6. I made the cake by myself for the party.

Ex. 10. Provide Ukrainian equivalents of these idioms

1. In a pickle	
2. As easy as pie	
3. Bitter pill to swallow	
4. Half-baked	
5. Take something with a pinch of salt	
6. Eat humble pie	
7. Be pie-eyed	

8. Cut the mustard	
9. Icing on the cake	

Ex. 11. Match each idiom with its correct meaning

1. In a pickle	A. An idea or plan that is not fully thought out
2. As easy as pie	B. To meet expectations or standards
3. Bitter pill to swallow	C. A hard or unpleasant fact to accept
4. Half-baked	D. To be in a difficult or problematic situation
5. Take something with a pinch of salt	E. Extremely drunk
6. Eat humble pie	F. To admit you were wrong and apologize
7. Be pie-eyed	G. An extra benefit that makes a good situation even better
8. Cut the mustard	H. Something very easy to do
9. Icing on the cake	I. To be skeptical about something

Ex.12. Complete each sentence with the correct idiom

1. The fact that he was not promoted was a _____ for him to accept.
 2. When I saw the perfect dress on sale, it was the _____ of my day. 3. She found herself _____ when she couldn't remember the meeting time. 4. The project idea was _____ and needed more work before a presentation. 5. After losing the argument, he had to _____ and admit he was wrong. 6. The test was _____; I finished it in 15 minutes. 7. The plan looks good, but I would _____ until we see the results. 8. He didn't _____, so they had to hire someone else for the job. 9. After several drinks, he was completely _____ at the party.

Ex. 13. Choose the idiom that best completes the sentence

1. The promotion was great, but the bonus on top was the _____
 A) Half-baked;
 B) Icing on the cake;
 C) Bitter pill to swallow.
 2. The presentation was _____ and didn't impress the clients.
 A) As easy as pie;
 B) Half-baked;
 C) Cut the mustard.
 3. When the boss found out he was wrong, he had to _____
 A) Be pie-eyed;

B) Take it with a pinch of salt;

C) Eat humble pie.

4. She didn't _____ during the job interview, so she wasn't hired.

A) In a pickle;

B) Cut the mustard;

C) As easy as pie.

Ex. 14. Read the short paragraph and underline the correct idiom to complete the sentence

After missing an important deadline, Mark found himself (1) [in a pickle / as easy as pie], trying to explain the situation to his boss. Admitting his mistake was a (2) [bitter pill to swallow / icing on the cake], but he knew he had to (3) [eat humble pie / cut the mustard]. His explanation was a bit (4) [half-baked / pie-eyed], so his boss took it (5) [with a pinch of salt / as easy as pie]. However, when the project was finally completed, and the client loved it, the praise he received was the (6) [icing on the cake / bitter pill to swallow].

UNIT 7

DEALING WITH CHECK-IN PROBLEMS

Ex. 1. Fill in the blanks with appropriate words or phrases to complete the dialogue

Charge/ cost the reservation / the booking assistance /help
accommodate / book

A guest is experiencing issues during check-in at a hotel.

Guest: Good evening. I have a reservation under the name Miller, but it seems there's a problem.

Receptionist: Let me check that for you, Mr. Miller. I'm sorry, but I don't see a booking under that name. Could it be _____ (1) was made under a different name?

Guest: No, it should be under Miller. I booked it online last week.

Receptionist: I apologize for the inconvenience. Let me check our system again. It seems there was a mistake with your booking. We don't have any rooms available for tonight, but I can ____ (2) you at our partner hotel nearby.

Guest: I was really hoping to stay here. Is there anything else you can do?

Receptionist: We do have a suite available, which I can offer you at no extra _____ (3). Would that be acceptable?

Guest: Yes, that would be perfect. Thank you for handling this so efficiently.

Receptionist: You're welcome. I'll make sure everything is ready for your stay. If you need any further ____ (4), please don't hesitate to ask.

Ex. 2. Match the hotel-related terms with their correct definitions

1. Accommodation	a) A specific requirement made by a guest, such as dietary needs or room preferences.
2. Upgrade	b) Providing rooms or lodgings to guests.
3. Accessibility	c) When more rooms are sold than are available
4. Overbooking	d) Features that ensure the hotel is usable by people with disabilities.
5. Special request	e) An option to move to a better room or service level.

Ex. 3. Pair up with a partner. One person will be the hotel receptionist, and the other will be a guest with a special need. Use the prompts below to create a dialogue

You have a reservation but need a room on a lower floor due to mobility issues.

You need extra pillows and a refrigerator in the room for medical reasons.

Ask how the hotel can assist you during your stay.

Receptionist Prompts

Apologize if the room originally booked does not meet the guest's needs.

Offer an alternative room or additional amenities to accommodate the guest's requirements.

Confirm the arrangements and offer further assistance.

Ex. 4. The following dialogue contains five mistakes related to managing check-in problems and handling special needs. Identify and correct them. Be ready for discussion

Guest: I need to check in early because of my flight arrives at 7 AM.

Receptionist: I'm afraid all rooms will not be available until 2 PM. I can, however, offer you to store your luggage until your room is ready.

Guest: That would be helpful, but I also require a quiet room because I have a hearing loss.

Receptionist: Let me check. I can upgrade you to a room on a high floor where it's more quite.

Guest: Thank you. I appreciate your assistance.

Ex. 5. Use the following vocabulary words to write a short dialogue between a hotel receptionist and a guest who has specific needs during check-in

Vocabulary: accommodate, assist, dietary, accessible, issue

Ex. 6. Complete the sentences using the correct form of the verb in either Past Simple or Present Perfect Simple, in active or passive voice

1. The report _____ (submit) yesterday by the team. 2. I _____ (never/see) such a beautiful sunset before. 3. The project _____ (complete) on time last month. 4. She _____ (visit) Paris twice in her life. 5. They _____ (already/finish) their homework before the teacher asked. 6. The cake _____ (bake) by my grandmother for the party. 7. He _____ (buy) a new car last week. 8. The results _____ (announce) just now.

Ex. 7. Rewrite the sentences in either active or passive voice, using the correct form of the verb in Past Simple or Present Perfect Simple

1. The company launched a new product yesterday. 2. The homework has been completed by the students. 3. The letter was sent by John last Monday. 4. She has discovered a new way to solve the problem. 5. The building was renovated by the contractors last year.

Ex. 8. Choose the correct form of the verb in each sentence

1. The novel _____ by the famous author in 1990
 - a) has been written;
 - b) was written;
 - c) wrote.
2. They _____ their vacation yet.
 - a) haven't finished;
 - b) didn't finish;
 - c) have been finished.
3. The decision _____ already _____ by the board.
 - a) has/made;
 - b) was/made;
 - c) has/been made.
4. The song _____ by millions of people last year.
 - a) was heard;
 - b) has been heard;
 - c) heard.
5. I _____ my keys yesterday.
 - a) have lost;
 - b) lost;
 - c) have been lost.

Ex. 9. Identify and correct the mistake in each sentence related to the use of Past Simple or Present Perfect Simple in active or passive voice

1. The movie has been watched by them last night. 2. She wrote two books so far. 3. The email have sent by Sarah this morning. 4. We have finished the project yesterday. 5. The work was being done last week.

Ex. 10. Provide Ukrainian equivalents of these idioms

1. On the tip of my tongue	
2. Off the top of my head	
3. To cost an arm and a leg	
4. Give someone a hand	
5. Be all ears	
6. Cold shoulder	
7. Itchy feet	

8. Cold feet	
9. Break a leg	
10. Sweet tooth	

Ex. 11. Match each idiom with its correct meaning

1. On the tip of my tongue	A. To be ready and eager to listen
2. Off the top of my head	B. To help someone
3. To cost an arm and a leg	C. Feeling nervous or afraid to do something
4. Give someone a hand	D. To treat someone with unfriendliness or indifference
5. Be all ears	E. To wish someone good luck
6. Cold shoulder	F. To have a desire to travel or move
7. Itchy feet	G. An urge for sugary foods
8. Cold feet	H. Remembering something but not being able to recall it fully
9. Break a leg	I. To guess without having all the facts
10. Sweet tooth	J. To be very expensive

Ex. 12. Complete each sentence with the correct idiom

1. The name of that movie is ____; I just can't remember it! 2. He was about to propose, but he got ____ and backed out. 3. I'm ____, tell me what happened at the meeting! 4. This new car ____; I'm not sure I can afford it. 5. She always has ____; she can't stay in one place for too long. 6. Could you ____ with these heavy boxes? 7. Don't worry about your performance, just ____ and do your best! 8. I only know the answer ____, but I think it's around 100. 9. After their argument, she gave him the ____ and didn't talk to him for days. 10. She has such a ____ that she can't resist desserts.

Ex. 13. Choose the idiom that best completes the sentence

1. I couldn't remember his name, even though it was _____

- a) Itchy feet;
- b) On the tip of my tongue;
- c) Cold feet.

2. The concert tickets _____, but they were worth it.

- a) Cost an arm and a leg;
- b) Off the top of my head;
- c) Cold shoulder.

3. I'm _____, so please start telling me about your trip

- a) Giving you a hand;
- b) All ears;
- c) Sweet tooth.

4. He wanted to travel abroad, but he got _____ and decided to stay home

- a) Cold feet;
- b) Itchy feet;
- c) Break a leg.

Ex. 14. Read the short paragraph and underline the correct idiom to complete the sentence

When Sarah found out she had to present in front of the whole class, she got (1) [cold feet / itchy feet] and almost decided to skip it. But her friend told her to (2) [break a leg / give her a hand], which made her feel a bit more confident. As she started, she could see that everyone was (3) [all ears / giving her the cold shoulder], which helped her relax. After the presentation, the teacher asked a tough question, and the answer was (4) [on the tip of her tongue / off the top of her head], but she couldn't quite remember it.

UNIT 8

EXPLAINING HOW THINGS WORK IN THE HOTEL ROOM

Ex. 1. Fill in the blanks with appropriate words or phrases to complete the dialogue

ask, contact assist, help enter, set fix, repair

A guest is calling the reception to report a problem with their room.

Guest: Hello, this is room 204. I'm having an issue with the air conditioning—it's not working properly.

Receptionist: I'm sorry to hear that. Let me check if there's a problem with the system. Meanwhile, I can send someone up to _____ (1) the air conditioning for you.

Guest: That would be great. Also, can you tell me how to operate the safe in the room? I'm not sure how it works.

Receptionist: Certainly! To use the safe, you need to _____ (2) your own code. I'll be happy to send someone to demonstrate it for you, if you'd like.

Guest: Yes, please. And one more thing—the Wi-Fi connection seems to be quite weak.

Receptionist: I apologize for the inconvenience. I'll _____ (3) our technical team to look into the issue. In the meantime, you could try connecting to the Wi-Fi in the lobby, which usually has a stronger signal.

Guest: Thank you for your help. I appreciate it.

Receptionist: You're welcome. We'll make sure everything is taken care of as soon as possible. Please let us know if there's anything else we can _____ (4) you with.

Ex. 2. Match the hotel-related terms with their correct definitions.

1. Facilities	a. The upkeep and repair of the hotel's physical property.
2. Maintenance	b. Services or items provided for guests' comfort or convenience, such as a gym or free Wi-Fi.
3. Housekeeping	c. The cleaning and upkeep of guest rooms and public areas.
4. Amenities	d. A problem or dissatisfaction expressed by a guest.
5. Complaint	e. The physical features and services available in a hotel room or building.

Ex. 3. Pair up with a partner. One person will be the hotel receptionist, and the other will be a guest with an issue related to their room facilities. Use the prompts below to create a dialogue

Guest Prompts:

Your TV isn't working, and you'd like it repaired or replaced.

The bathroom light is flickering, and you need it fixed immediately.

You're unsure how to use the coffee maker in the room and ask for instructions.

Receptionist Prompts

Apologize for the inconvenience and offer to send someone to fix the issue.

Provide clear instructions or offer to demonstrate how to use the facility.

Reassure the guest that the issue will be resolved promptly.

Ex. 4. Read the following scenarios and choose the best response from the options provided

Scenario 1: A guest calls the reception to complain that the room's mini-bar is empty.

A) «I'm sorry, but the mini-bar is not included in your room»

B) «I apologize for the oversight. I'll have it restocked immediately»

C) «That's not something we handle. Please contact the restaurant»

Scenario 2: A guest reports that the bathroom sink is clogged.

A) «I'm sorry to hear that. I'll send maintenance to fix it right away»

B) «Can you please try fixing it yourself? »

C) «We'll get to it when we can, but it might take a while»

Scenario 3: A guest is having trouble connecting to the Wi-Fi.

A) «I'm afraid there's nothing we can do about that»

B) «You could try using the connection in the lobby, which is usually stronger»

C) «Let me reset the router for your room and see if that helps»

Scenario 4: A guest asks how to adjust the room temperature.

A) «You can't adjust it yourself, but I'll have someone come up to do it for you»

B) «The thermostat is on the wall next to the window. I can walk you through the process»

C) «I'm not sure how to do that, but I'll find someone who can help»

Scenario 5: A guest mentions that the room is too noisy due to traffic outside.

A) «I'm sorry about the noise. We can provide earplugs or move you to a quieter room»

B) «There's nothing we can do about the traffic»

C) «You should have booked a quieter room»

Ex. 5. Use the following vocabulary words to write a short dialogue between a hotel receptionist and a guest who needs assistance with room facilities

Vocabulary: thermostat, malfunction, assistance, resolve, available

Ex. 6. Complete the sentences with the correct imperative verb from the list provided

<p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
--

1. _____ the door when you leave the room.

2. _____ to the instructions carefully before starting the test.

3. _____ your name at the top of the paper.

4. _____ quiet while others are working.

5. _____ polite when asking for help.

6. _____ the lights off when you leave.

7. _____ to bring your ID to the interview.

Ex. 7. Underline the adjectives and circle the adverbs in the following sentences

1. The teacher spoke clearly during the lesson.

2. She is a very talented musician.

3. He ran quickly to catch the bus.

4. The old man walked slowly across the street.

5. The cake tastes delicious.

6. The children played happily in the park.

7. She sings beautifully.

Ex. 8. Choose the correct word (adjective or adverb) to complete each sentence

1. The baby is sleeping _____. (quiet/quietly)

2. She gave a _____ answer. (correct/correctly)

3. He plays the piano _____. (beautiful/beautifully)

4. The soup smells _____. (good/well)

5. He was driving _____ fast. (dangerous/dangerously)

6. The flowers look _____. (nice/nicely)

7. She performed _____ on the exam. (bad/badly)

Ex. 9. Identify and correct the mistake

1. Be quiet and listen careful to the instructions.

2. She speaks very clear during her presentations.

3. Close slow the door so it doesn't make noise.
4. Please drive safe on the icy roads.
5. Eat healthily and exercise regularly.
6. Write your answers neat and legibly.
7. Don't speak so loudly in the library.

Ex. 10. Provide Ukrainian equivalents of these idioms

face the music	
let one's hair down	
have one's head in the clouds	
(my) lips are sealed	
head over heels	
see eye to eye	
a gut feeling	
caught red-handed	
pull one's leg	
a pain in the neck	

Ex. 11. Match each idiom with its correct meaning

1. face the music	A. To agree completely with someone
2. let one's hair down	B. To relax and enjoy oneself
3. have one's head in the clouds	C. To accept the unpleasant consequences of one's actions
4. (my) lips are sealed	D. To have a strong intuition about something
5. head over heels	E. To be daydreaming or distracted
6. see eye to eye	F. To keep a secret
7. a gut feeling	G. Deeply in love
8. caught red-handed	H. To annoy or bother someone
9. pull one's leg	I. To tease or joke with someone
10 a pain in the neck	J. Caught in the act of doing something wrong

Ex. 12. Complete each sentence with the correct idiom

1. After breaking the vase, Tim knew he had to ___ when his parents got home.
2. The kids were ___ while playing pranks on their neighbors.
3. She's been ___ ever since she met her new boyfriend.
4. I have ___ about this; something doesn't seem right.
5. We don't always ___, but we respect

each other's opinions. 6. I can't tell you what happened; _____. 7. After a long week at work, I just want to ___ this weekend. 8. Stop being such ___ and help me with this project! 9. Don't worry, I'm just ___; I didn't mean it seriously. 10. During the meeting, she was ___ and missed the important points.

Ex. 13. Choose the idiom that best completes the sentence

1. They _____ when it comes to politics, so they always get along
 - A) Pull each other's leg;
 - B) See eye to eye;
 - C) Have a gut feeling.
2. He knew he had to _____ and accept the consequences of his mistake
 - A) Face the music;
 - B) Let his hair down;
 - C) Have his head in the clouds.
3. Sarah was _____ after a long day, completely unaware of what was happening around her
 - A) Caught red-handed;
 - B) A pain in the neck;
 - C) Head in the clouds.

After months of hard work, it's finally time to _____ and enjoy the party

- A) Let our hair down;
- B) Face the music;
- C) Pull someone's leg.

Ex. 14. Read the short paragraph and underline the correct idiom to complete the sentence.

When Jane arrived at the party, she was (1) [head over heels / caught red-handed] in love with Mark, and it was obvious to everyone. Later, she saw her friend trying to (2) [pull her leg / see eye to eye] by telling her a silly story, but Jane didn't believe it. After a stressful week at work, Jane finally decided to (3) [let her hair down / have her head in the clouds] and enjoy herself. However, when she tried to sneak a piece of cake before dinner, she was (4) [caught red-handed / a pain in the neck] by her mother. Knowing she was in trouble, Jane had to (5) [face the music / seal her lips] and admit what she had done.

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APPENDIX A USEFUL RESOURCES

<https://greenforest.com.ua/journal> - сайт з матеріалами для вивчення англійської мови. Містить багато порад, спрямованих на вивчення граматичного устрою англійської мови, її лексичного складу, формування навичок читання, аудіювання та письма, є статті, що присвячені розгляду англомовних фільмів та пісень.

<https://www.ello.org> – ресурс для викладачів та студентів. Не потребує реєстрації. Представлена широка добірка матеріалів до занять за різноманітними темами на базі аудіо та відео матеріалів. Є письмові записи аудіо текстів, відпрацювання лексики з аудіо супроводом, що полегшує запам'ятовування. Наявні узагальнюючі тестові завдання з авто перевіркою.

<https://www.englishspeecheschannel.com/english-speeches/> - ресурс, де представлені англомовні промови відомих людей. Є можливість використовувати без реєстрації та платного контенту. Надані як аудіо-версії промов, так і їх письмовий запис. Оскільки промови представляють люди різних національностей, то є можливість не тільки розширити словниковий запас за рахунок прослуховування матеріалу, але й прослідкувати особливості різних акцентів англійської.

<https://test-english.com/> - безкоштовний ресурс, в якому акумульовано матеріали за спрямуваннями Граматика, Лексика, Аудіювання, Читання, Use of English, Письмо. Вправ багато, завдання побудовані за схемою створення тестів міжнародних іспитів. Є можливість авто перевірки.

NOTES