



Всероссийская олимпиада профессионального мастерства обучающихся в учреждениях
среднего профессионального образования по специальности 100105 «Гостиничный сервис»
4-6 июня 2013 г.

КОНКУРСНОЕ ЗАДАНИЕ ПРАКТИЧЕСКОГО ЭТАПА

Вариант 1

Situation:
You work as a reservation manager for the Belveder Hotel.

Task 1: Listen to the message from someone making a hotel booking. Complete the form below. You will hear the information twice. First look at the form. Ready?

1.	Customer's name	
2.	Telephone number	
3.	Number of rooms	
4.	Arrival date	
5.	Arrival time	
6.	Evening meals/breakfast required (yes/no)	
7.	Conference room required (yes/no)	
8.	Number of seats	
9.	Conference begins at (time)	

(20 points)

Task 2 :

Read the e-mail below.

From: <kevin@gmail.com>
To: <Belveder.hotel.reservation.com>
Subject: Room reservation

Dear Sir or Madam,

Would you mind reserving a nonsmoking room for me and my wife? We will be staying for three nights. We will arrive on August 4th at 5 o'clock in the morning. We require a room overlooking the park with a king – sized bed.

I look forward to receiving a letter confirming my reservation.

Thank you

Kevin Brown

