Підсумковий тест для фахових молодших бакалаврів
з дисципліни **«ІНОЗЕМНА МОВА**
(ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ)»

Тест укладено за рівнями навчальних досягнень: початковий, середній, достатній, високий.

За змістовим модулем 1: **«Знайомство. Функціонування готельних піприємств. Технологія прийому, розміщення та обслуговування гостей»**

ТЕСТОВІ ЗАВДАННЯ

І. Початковий рівень (1 бал)

Choose the correct answer.

1. **A single room is designed for:**
   a) two adults
   b) one guest
   c) a family
   d) business meetings

2. **The concierge has the duty of:**
   a) cooking breakfast
   b) giving directions and arranging services
   c) cleaning rooms
   d) parking cars only

3. **“Could you please fill in this registration form?” is an example of:**
   a) a complaint
   b) a polite request
   c) a direction
   d) a refusal

4. **If a guest arrives without a reservation, it is called:**
   a) early check-in
   b) group booking
   c) walk-in
   d) late departure

5. **Amenities in a hotel room include:**
   a) vegetables
   b) towels and toiletries
   c) tickets
   d) passports

6. **A five-star hotel usually offers:**
   a) basic services only
   b) luxury facilities and full service
   c) no restaurant
   d) shared bathrooms

II. Середній рівень (2 бали)

7. Choose the correct preposition. The receptionist is responsible _____ guest registration.
a) on
b) at
c) for
d) with

8. Choose the correct meaning. "Valet parking service" means:
a) Guests park their cars themselves
b) A staff member parks the guest's car
c) Parking is not available
d) Only business guests can park

9. Choose the correct word. The receptionist _____ guests during check-in.
a) ignores
b) welcomes
c) complains
d) avoids

10. Choose the correct word. The housekeeper _____ guest rooms every day.
a) repairs
b) checks in
c) cleans
d) reserves

11. There is only _____ coffee left in the hotel pantry.
a) few
b) many
c) much
d) a few

12. Choose the correct passive form. Breakfast _____ in the restaurant from 7 a.m. to 10 a.m. daily.
a) serves
b) is served
c) served
d) serving

III. Достатній рівень (3 бали)

13. Choose the sentence WITHOUT a lexical mistake.
a) The front desk is in charge of handling reservations and processing check-ins.
b) The receptionist makes the guests into the system.
c) The concierge parks the reservation for the client.
d) The suite consists from two sleeping equipments.

14. Correct the Grammatical Mistake (Choose ONE correct option).

If a guest will arrive late, the reception should be informed in advance.
a) If a guest will arrive late, the reception should inform in advance.
b) If a guest arrive late, the reception should be informed in advance.
c) If a guest arrives late, the reception should be informed in advance.
d) If a guest arriving late, the reception should be informed in advance.

15. Choose the correct phrasal verb or collocation. All receptionists must _____ guest complaints professionally.
a) look after
b) deal with
c) check in
d) fill in

16. Explain the importance of hotel star rating systems.
(Short written answer in 2–3 sentences).

17. Match the sentence halves.

1. A boutique hotel is typically known for…
2. A walk-in guest is someone who…
3. Star rating systems evaluate…
4. Valet service requires staff to…
5. During check-in, guests are asked to…
6. In case of overbooking, the hotel must…

A. …arrives without a prior reservation.
B. …provide identification and payment details.
C. …unique design and personalized service.
D. …relocate guests or offer compensation.
E. …park and return the guest's vehicle.
F. …the level of comfort, services, and facilities.

IV. Високий рівень (4 бали)

18. Analyze and correct the sentence.

Instructions: Read each sentence carefully. Identify any grammatical, vocabulary, or style errors, explain what type of mistake it is, and rewrite the sentence correctly:

The receptionist check the guests passport and give them room key.

19. Write a short instruction (4–6 sentences) explaining the procedure of check-in at the reception desk. Make sure to include the following points:

- greeting the guest politely and asking for identification;
- confirming the reservation or handling a walk-in guest;
- providing information about hotel amenities.

20. Write a short essay (6–8 sentences) describing the important role of communication in the hospitality industry. Use vocabulary for specific purpose:
Topic: The Importance of Professional Communication in the Hospitality Industry

КРИТЕРІЇ ОЦІНЮВАННЯ

Рівень	**Бали**
Початковий	0-6
Середній	7-14
Достатній	15-25
Високий	26-40

Підсумковий тест для фахових молодших бакалаврів
за змістовим модулем 2: **«Туристичний ринок. Ресторанний сервіс. Організація дозвілля та відпочинку в готелях»**

ТЕСТОВІ ЗАВДАННЯ

І. Початковий рівень (1 бал)

Choose the correct answer.

1. A tourist itinerary is:
a) a restaurant menu
b) a travel route and schedule
c) a hotel bill
d) a passport

2. "What tourist attractions would you like to visit?" is a question about:
a) cooking
b) cleaning
c) sightseeing preferences
d) accounting

3. A buffet breakfast means:
a) food is served individually
b) only drinks are served
c) breakfast is not included
d) guests choose food from a self-service table

4. Fine dining restaurants usually offer:
a) fast food only
b) luxury service and high-quality cuisine
c) street food
d) takeaway only

5. Room service means:
a) cleaning only
b) serving food and drinks to a guest's room
c) repairing furniture
d) booking tickets

6. An excursion program includes:
a) only transport
b) a detailed schedule of activities and visits
c) only meals
d) only accommodation

ІІ. Середній рівень (2 бали)

7. Choose the correct preposition. A package tour usually consists _____ accommodation, transport and excursions.
a) in
b) of
c) at
d) for

8. Choose the correct meaning. “Full board accommodation” means:
a) Only breakfast is included
b) No meals are included
c) Breakfast, lunch and dinner are included
d) Only dinner is included

9. Choose the correct word. The tour guide provides detailed _____ of historical landmarks.
a) descriptions
b) prescriptions
c) permissions
d) subscriptions

10. Choose the correct word. A sommelier can _____ wine that perfectly matches the main course.
a) repair
b) recommend
c) reserve
d) replace

11. Choose the correct word. A buffet allows guests to serve _____ from a variety of dishes.
a) themselves
b) ourselves
c) yourselves
d) itself

12. Choose the correct grammar. The kitchen staff _____ poultry delivered daily to ensure freshness.
a) check
b) checks
c) checking
d) have check

III. Достатній рівень (3 бали)

13. Choose the sentence WITHOUT a lexical mistake.
a) The travel agent helps clients book tours and plan itineraries.
b) The travel agent cooks the client in the system.
c) The concierge reserves the client’s luggage.
d) The suite consists from two sleeping equipments.

14. Correct the Grammatical Mistake (Choose ONE correct option).

All hotel rooms will cleaned before guests arrive.
a) All hotel rooms are cleaned before guests arrive.
b) All hotel rooms is cleaned before guests arrive.
c) All hotel rooms will be cleaned before guests arrive.
d) All hotel rooms clean before guests arrive.

15. Choose the correct phrasal verb or collocation. The travel agent must always _____ clients’ bookings and special requests efficiently.

a) look after
b) take care of
c) check in
d) fill in

16. Explain why providing information about local attractions is important.
(Short written answer in 2–3 sentences).

17. Match the sentence halves.

1. A city tour usually includes…
2. A guest booking a room online is…
3. A five-star hotel guarantees…
4. Room service staff are responsible for…
5. During check-in, staff should…
6. If a guest reports a lost item, the hotel must…

A. …greet the guest and verify their reservation details.
B. …visiting famous landmarks and local attractions.
C. …delivering food and drinks to the room promptly.
D. …provide high-quality service and luxury amenities.
E. …assisting the guest in locating or recovering the item.
F. …a client who reserved accommodation through the internet.

IV. Високий рівень (4 бали)

18. Analyze and correct the sentence. Instructions: Read each sentence carefully. Identify any grammatical, vocabulary, or style errors, explain what type of mistake it is, and rewrite the sentence correctly:

The travel agent arranges tour package and give recommendation for tourists.

19. Write a short instruction (4–6 sentences) describing how to book a package tour at a travel agency. Make sure to include the following points:

- greeting the client politely and asking about destination and dates
- explaining available tour packages
- providing information about price and inclusions

20. Write a short essay (6–8 sentences) describing customer service in the tourism and hospitality industry.
Topic: The Role of Customer Service in Hotels and Travel Agencies

КРИТЕРІЇ ОЦІНЮВАННЯ

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Різнорівневі тестові завдання з дисципліни
«ІНОЗЕМНА МОВА (ЗА ПРОФЕСІЙНИМ СПРЯМУВАННЯМ)»
підготувала викладач Скріль І.В.

Обговорено і схвалено на засіданні циклової комісії викладачів гуманітарного циклу
Протокол № 01 від 26 серпня 2024 р.

Голова циклової комісії _____ Ірина ГОЛЕЦЬ