

**МИНИСТЕРСТВО ОБРАЗОВАНИЯ И НАУКИ РОССИЙСКОЙ ФЕДЕРАЦИИ**  
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Кафедра иностранных языков

**SPOKEN ENGLISH IN EVERYDAY SITUATIONS**  
**(Разговорный английский в ситуациях общения)**

Методические указания к практическим занятиям и самостоятельной  
работе по развитию коммуникативных навыков по английскому языку  
для студентов всех направлений подготовки

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## Предисловие

Методические указания «Spoken English in Everyday Situations» («Разговорный английский в ситуациях общения») предназначены для студентов всех направлений подготовки, изучающих английский язык.

В соответствии с общекультурными компетенциями, представленными в образовательных стандартах, требованием которых является умение владеть культурой мышления, способность к обобщению, анализу, восприятию информации, постановке цели и выбору путей ее достижения, основной **целью** методических указаний является развитие коммуникативных навыков в речевых бытовых и профессиональных ситуациях.

Методические указания состоят из следующих разделов: Travelling by Plane; At the Customs House; At a Hotel; Applying For a Job, в которых даны тексты, вокабуляр и упражнения, а также диалоги по той же теме, дополнительные тексты (диалоги) на закрепление материала, с которыми студенты могут работать как на практических занятиях, так и самостоятельно.

Разнообразные задания коммуникативного характера помогут приобрести навыки говорения и использовать их в ситуациях общения.

## UNIT I

### TRAVELLING BY PLANE

Travelling by plane is much faster than travelling by train. It gives you additional comfort and saves your time.

Whenever you want to go somewhere by plane you should book a ticket (seat) on a flight (book a flight) to your destination for a certain date.

You may book a single, return or open return ticket. When booking a ticket you should mention what class you are going to travel: first, business or economy class. You may ask the booking clerk (travel agent) what time the coach leaves the air terminal for the airport and what is the latest time of checking-in at the airport.

Before boarding the plane you should check-in (register) your luggage at a check-in desk. Here you are required to have your luggage weighed and then a uniformed clerk (attendant) attaches a special label to it and gives you a boarding pass. There is no need to worry about your luggage any longer. It will be put into the luggage compartment of the plane. If your luggage weighs more than allowed (it has overweight), you are supposed to pay for the additional weight. Then you must go through the security check where your carry-on luggage is checked.

Then you may wait in the departure lounge.

The announcer will announce when and at what gate your flight is boarding or he / she may announce a delay on your flight. It often happens a delay on a flight is due to adverse weather conditions. In this case you can obtain a voucher for refreshments. These vouchers are accepted at the cafeteria and you can have your meal free of charge till you hear the announcement that your flight is boarding.

### Vocabulary

flight	рейс
destination	место назначения
single (ticket)	(билет) в один конец
return (ticket)	(билет) «туда и обратно»
open return (ticket)	(билет) «туда и обратно», но без

	указания даты обратного рейса
coach	автобус «экспресс»
air terminal	аэровокзал
checking-in	регистрация
check-in	регистрироваться
board	сесть (в самолет)
weigh [wei]	взвесить
clerk [kla:k]	служащий
boarding pass	посадочный талон
luggage compartment	багажное отделение
overweight ['ouvə'weit]	лишний вес
security check	проверка на безопасность
carry-on luggage	ручной багаж (кладь)
departure lounge	зал ожидания (перед выходом на посадку)
announcer	диктор
gate	выход на посадку
flight is boarding	производится посадка на рейс
adverse	неблагоприятный
weather conditions	погодные условия
voucher	талон
voucher for refreshments	талон на питание

### Exercises to the Text

#### 1. Translate these words and word combinations:

plane; travel by plane; flight; book a ticket on a flight; destination; return ticket; open return ticket; single ticket; economy class; first class; business class; coach; air terminal; airport; check-in; checking-in; weigh; attach a label; boarding pass; luggage compartment; overweight; departure lounge; announcer; gate; flight is boarding; delay on a flight; adverse weather conditions; carry-on luggage.

#### 2. Find the English equivalents for the following:

путешествовать самолетом; заказывать билет на самолет (рейс); билет в одну сторону; билет туда и обратно; экономичный класс; аэровокзал; аэропорт; автобус «экспресс»; регистрация; стойка регистрации; взвесить багаж; посадочный талон; багажное

отделение (самолета); зал ожидания; задержка рейса; неблагоприятные погодные условия; производится посадка на рейс; ручной багаж.

### **3. Fill in the blanks:**

1. Whenever you want to go somewhere by plane you should ... on a flight to your destination.
2. You may take a single, open return or ... ticket.
3. You may travel by first, business or ... class.
4. Before boarding the plane you should ... your luggage at a ... desk.
5. At a check-in desk you are required to have your ... weighed.
6. A uniformed clerk attaches a special ... to your luggage and gives you a ... .
7. After checking-in your luggage will be put into the ... of the plane.
8. If your luggage weighs more than allowed, you are supposed to pay for the.... .
9. The announcer will announce when and at what ... your flight is boarding.
10. It often happens that a ... on a flight is due to ... weather conditions.

## **Dialogues**

**Act these dialogues out and translate them:**

### **AIRPLANE RESERVATIONS (in the USA)**

**Travel Agent:** Can I help you?

**Mr Campbell:** I want to fly to London next week. I'd like to make reservations for a round trip ticket.

**A.:** What day are you planning to leave for London?

**C.:** On the 12 th of March.

**A.:** There are three flights to London on that day – at 10 a.m., at 8.30 and 9 p.m. Do you have any preference about the time of the day?

**C.:** I'd rather leave at 9 p.m. I want to get to London early in the morning.

**A.:** I can make a reservation for TWA flight. Are you going to travel first class or economy?

**C.:** I prefer economy. How much will it be?  
**A.:** 440 dollars.  
**C.:** Are meals and refreshments served on the flight?  
**A.:** Yes, they are.  
**C.:** What's the flying time?  
**A.:** Six hours.  
**C.:** What's the London airport we'll arrive at?  
**A.:** Heathrow Airport. How many days are you going to stay in London?  
**C.:** Seven days.  
**A.:** When would you like to fly home from London?  
**C.:** March 22nd.  
**A.:** All right. Your name and address?  
**C.:** Mr Campbell; 64-42 99th Street. Rego Park. New York 11374.  
**A.:** And your telephone number?  
**C.:** (718)439-7286.  
**A.:** Will you pay by credit card or in cash?  
**C.:** Yes, by Master Card. Number ... Valid until January 15, 2017.  
When can I get my tickets?  
**A.:** You'll have them two days before your departure.

### **AT THE AIRPORT**

*(Mr Robertson is seeing Mr Campbell off to the airport)*

**C.:** Well, here we are. The plane takes off in about an hour, so we have plenty of time yet.

**R.:** I suppose you must check-in first and have your luggage weighed. Now let me help you with your suitcase.

**C.:** Oh, never mind, thanks. The porter will take care of the suitcase, and the handbag I'll carry myself.

*Mr Campbell and Mr Robertson walk over to the official checking-in the passengers.*

**C.:** How much weight am I allowed on board the plane?

**O.:** As you are flying economy class, sir, the weight of your things must not exceed forty-five pounds. You will be charged for any excess weight you have.

**C.:** Oh, I don't think my things would weigh that much. See, it's only forty-one pound. Can I have my handbag with me?

**O.:** Certainly. We shall mark it «Cabin». But the suitcase will have to go the luggage compartment. And now would you please step over to the departure lounge. You will hear your flight and destination announced.

*Mr Campbell and Mr Robertson walk into the departure lounge where they have a parting chat.*

**Announcer's voice:** «Trans-World Airlines passengers to London on Flight TWA 123 (one-two-three). This flight is now boarding at gate number 2. Passengers on Flight TWA 123 please proceed to gate №2.»

*Mr Campbell and Mr Robertson say «Good-bye» to each other and shake hands. Mr Robertson wishes Mr Campbell a happy journey and they part.*

### IN THE PLANE

**Stewardess:** May I have your seat number? It is given in your boarding pass.

**Mr Campbell:** Here you are.

**S.:** This way, please. Your seat is over there – third row on the right, next to the porthole. You may put your hat and rain-coat on the rack.

**S.:** (to passengers): Ladies and gentlemen, please fasten your seatbelts and refrain from smoking.

*The stewardess passes down the plane with a tray offering sweets to the passengers.*

**S.:** (To Campbell): Here you are, sir. It's good to have something to chew when the plane starts climbing: it takes the strain off your ears.

**C.:** Thank you. At what altitude are we going to fly?

**S.:** The altitude will be about twenty five thousand feet.

**C.:** And what have you got to read here?

**S.:** Oh, a good number of newspapers and magazines. They are over there, in the very front of the compartment.

*Some hours later*

**S.:** How are you? Quite comfortable? Enjoying the flight?

**C.:** Yes, thanks. When do we get to London?

**S.:** We should touch down shortly after three, very soon now.

*Before landing*

**S.:** Ladies and gentlemen. In 10 minutes we shall be landing at Heathrow. Please remain seated with safety belts fastened and with

the seats in an upright position until the plane has come to a complete halt. Please refrain from smoking. Thank you.

## Exercises to the Dialogues

### 1. Memorize these phrases:

#### TOPICAL PHRASE LIST

I want to fly to ... (I wanna fly to ...)	Я хочу лететь в ...
I'd like to book a flight Passengers for London	Я бы хотел заказать билет (место) Пассажиры, отправляющиеся в Лондон
You have overweight	У вашего багажа лишний вес
The (additional) charge is ... pounds	Доплатите ... фунтов
The flight hasn't been announced yet	Посадка еще не объявлена
What's the flying time?	Какая продолжительность полета?
What airport we'll arrive at?	В какой аэропорт мы прибудем?
Flight ... to ... is cancelled due to adverse weather conditions	Рейс ... до ... отменяется из-за неблагоприятных погодных условий
Flight ... to ... is delayed	Рейс ... до ... задерживается
Flight ... to ... is boarding	Производится посадка на рейс ...
This flight is boarding at gate number 5	Посадка на этот рейс производится у выхода № 5
Please proceed to gate number 5	Пройдите, пожалуйста, к выходу на посадку № 5
The estimated time of take off	Предполагаемое время вылета
Information desk	Справочное бюро
We are taking off	Мы производим взлет
We are landing	Мы идем на посадку
Fasten your seat (safety) belts, please	Пристегните, пожалуйста, ремни безопасности
Refrain from smoking, please	Воздержитесь, пожалуйста, от курения
Remain seated, please	Пожалуйста, оставайтесь на своих местах



**2. Find in the dialogues the English equivalents for the following sentences:**

1. Я хочу лететь в Лондон на следующей неделе.
2. Какие есть завтра рейсы из Нью-Йорка в Лондон?
3. Есть ли рейсы до Лондона в субботу утром?
4. Я бы хотел заказать билет до Лондона.
5. В этот день до Лондона есть три рейса.
6. Какое время дня вы предпочитаете?
7. Я могу забронировать место на рейс компании TWA?
8. Каким классом вы собираетесь путешествовать?
9. Я полагаю, вы должны сначала зарегистрироваться.
10. Пройдите, пожалуйста, к выходу на посадку № 7.
11. На этот рейс сейчас производится посадка у выхода № 7.
12. Пожалуйста, пристегните ремни безопасности и воздержитесь от курения.

**3. Translate these dialogues into English:**

- Где оформляются вылеты? (Где зал вылетов)?
- Вот здесь.
- Я вылетаю в Париж. Рейс № 10. Вот мой билет.
- А где Ваш багаж?
- Вот.
- Спасибо.
- Пожалуйста, ваш билет, посадочный талон и багажные карточки (tags).
- Спасибо.
- Мы приземляемся в парижском аэропорту. Пристегните, пожалуйста, ремни.
- Сколько сейчас времени?
- 2 часа. В 2.15 мы прибываем в Париж.
- Могу я Вам помочь?
- Я хотел бы заказать билет до Парижа.
- В какой день Вы собираетесь отбыть в Париж?
- 26 мая.
- Вам билет в один конец или в оба конца?
- Туда и обратно, пожалуйста.
- У нас есть 2 рейса до Парижа: в 10 утра и в 4 часа дня. Какое время вы предпочитаете?
- Я, пожалуй, (I'd rather) полечу в 10 утра.

– Рейс FH 135 компании «Air France» вылетает в 10.00. Не опаздывайте.

– Когда я могу получить билеты?

– Вы их получите за 2 дня до вашего вылета.

**4. Memorize the contents of the introductory dialogues and act them out.**

**5. Describe the procedure of checking-in.**

**6. Make up a short dialogue on «Travelling by plane». Use the expressions from the Topical Phrase List.**

### **Funny stories**

Three men came on to the platform and asked the porter, «What time is the next train for London?»

The porter said, «You have just missed one. They go every hour; the next one is at ten o'clock».

«That's all right,» they said; «we'll go and have a drink.» So off they went to the refreshment room. A minute or two after ten o'clock they came running and asked the porter, «Has the train gone?»

«Yes,» he said; «it went at ten o'clock as I told you. The next is at eleven.»

«That's all right,» they said; «we'll go and have another drink.» So they went back to the refreshment room.

They missed the eleven o'clock train in the same way, and the porter said, «Now, the next train is the last one. If you miss that, you won't get to London tonight.»

Twelve o'clock came and the last train was just starting out, when the three of them came out of the refreshment room running as hard as they could do. Two of them got into a carriage just as the train was leaving, but the third one didn't run fast enough and the train went out leaving him behind. He stood there looking at the train and laughing, as if to miss a train was the best joke in the world.

The porter went up to him and said, «I told you that this was the last train. Why didn't you come earlier?»

The man couldn't answer for laughing. He laughed until tears came out of his eyes. Then he said, «Did you see those two fellows get into the train and leave me here?»

«Yes, I saw them.»

«Well, I was the one who was going to London; they only came here to see me off!»

\*\*\*\*

Mrs Smith's husband went off on a business trip to Europe. He was due to catch the 3.00 plane to Paris. She was very surprised when he telephoned her at 5 o'clock to say that he was still at the airport.

«What happened?» asked Mrs Smith.

«Well,» said Mr Smith. «Everything was going fine – I got my ticket, checked in my luggage and waited in the queue at the gate.

I walked across the tarmac to the airplane and I saw my friend Jack Philips who's an airplane engineer, checking one of the wings. I shouted to him and a policeman arrested me.»

«Why did he arrest you?»

«I don't know,» said Mr Smith. «I only said: Hi Jack!»

## Vocabulary

tarmac	взлётно-посадочная полоса
hijack	угонять самолёт (игра слов)

## UNIT II

### AT THE CUSTOMS HOUSE

Every country has its own customs regulations, which stipulate what articles are liable (subject) to duty and what are duty-free. Sometimes an article which falls under customs restrictions and is liable to duty is allowed as duty-free if a traveller does not exceed a certain fixed quota. These are listed in a duty-free quota list.

Customs restrictions also include a prohibited articles list. This is a list of items which may not be brought into a country or taken out of it.

An official paper (from the proper authorities) giving permission to take items, which fall under special customs restrictions, in or out of a country is known as an import or export licence.

If a traveller has any item which comes under customs restrictions, he is asked to declare it. That is, he is asked to name the item, stating its value and other particulars. The declaration is made orally or in writing on a special form. In this case a traveller fills in the

form. The practice seems to vary in different countries. Upon payment of duty a traveller is given a receipt. As a rule personal effects are duty-free.

It sometimes happens that a passenger's luggage is carefully gone through in order to prevent smuggling.

The formalities at the customs house usually take some time. Only after going through the customs (where a passenger's luggage has been cleared by the customs officers) a traveller is free to go to a hotel or any other place.

### Vocabulary

customs house	таможня
customs regulations	таможенные правила
liable	облагающийся
duty	таможенная пошлина
customs restrictions	таможенные ограничения
quota	норма, квота
duty-free quota	список предметов, разрешенных к беспошлинному ввозу
prohibited articles list	список запрещенных товаров (к ввозу или вывозу)
item / article	предмет
declare	заявить
form	бланк
fill in	заполнять
upon payment	после уплаты
receipt	квитанция
personal effects	личные вещи
go through	осматривать
smuggle	провозить тайком (контрабандой)
go (pass) through the customs	пройти таможенный досмотр

## Exercises to the Text

### 1. Translate these words and word combinations:

customs house; customs regulations; customs officers; articles liable to duty; duty-free articles; fall under customs restrictions; duty-free quota list; exceed a fixed quota; prohibited articles list; item; import (export) license; declare an item (thing); value; declaration; form; duty; payment of duty; receipt; personal effects; luggage; go through the luggage; smuggling; passing (going) through the customs; clear the luggage.

### 2. Find the English equivalents for the following:

таможенник; таможенные правила; таможня; (таможенная) пошлина; беспошлинный; облагающийся пошлиной; таможенные ограничения; квота (норма); превышать квоту; список предметов, разрешенных к беспошлинному ввозу; список запрещенных предметов (товаров); уплата пошлины; пройти таможенный досмотр.

### 3. Fill in the blanks:

1. Every country has its own customs ... .
2. These regulations stipulate what articles are ... .
3. Some articles are allowed as duty-free if a traveller doesn't exceed a certain ... .
4. These articles are listed in ... .
5. The prohibited articles list is a list of items which ... .
6. If a traveller has any item which comes under customs restrictions, he is asked to ... .
7. In this case a traveller must ... the form.
8. Upon payment of duty a traveller is given ... .
9. As a rule personal effects (things) are ... .
10. Only after ... a traveller is free to go to a hotel or any other place.

### 4. Answer the questions:

1. Is going through the Customs a tiresome business?
2. What is the strangest thing about it?
3. How did a young Customs Officer regard Mr. Alexander when he returned from abroad?
4. Did Mr. Alexander have anything to declare?
5. Did the young officious Customs Officer believe him?
6. What did the Customs Officer do?

7. Why did his face light up?
8. What was in that bottle?
9. Is hair-oil liable (subject) to duty?
10. Did the Customs Officer believe it was hair-oil?
11. What convinced him that Mr. Alexander was telling the truth?

## Dialogues

**Read these short conversations and translate them:**

**Customs Official:** Are these two bags all you have, madam?

**Pauline:** Yes, they're all I have.

**O.:** Well, would you please read this notice carefully.

**P.:** Thank you.

**O.:** Do you understand the notice?

**P.:** No, not very well.

**O.:** What it means is this. You must declare anything you have with you which is new, or which you got only recently. Also you must declare anything, whether it's new or not, which is in your luggage and isn't for your own use – any present, for example.

**P.:** I see. Yes, I have got some presents. I've got a bottle of brandy and some cigarettes.

**O.:** Would you show them to me, please?

**P.:** Yes, here they are.

**O.:** Oh yes, only half a bottle of brandy. You're allowed that. Now these boxes of cigarettes. That's more than I can allow you free. I'm afraid we'll have to charge you some duty on those. I'll tell you how much in a moment. But first let me see inside your bag.

\*\*\*\*

**Customs Officer:** Good morning. Can I see your passport?

**Man:** Certainly. Here it is.

**O.:** Yes, that's all right. Have you got anything to declare?

**M.:** Yes, I have.

**O.:** What have you got?

**M.:** I've got some whisky and some cigarettes.

**O.:** How much whisky have you got?

**M.:** A litre.

**O.:** That's all right. And how many cigarettes have you got?

**M.:** Two hundred.

**O.:** Fine. What about perfume? Have you got any perfume?

**M.:** Er ... No, I haven't.

**O.:** Good. Open your case, please.

**M.:** Pardon?

**O.:** Open your case, please. Open it now! Oh, dear! Look at this! You've got three bottles of whisky, four hundred cigarettes and a lot of perfume.

## Exercises to the Dialogues

### 1. Memorize these phrases:

#### *TOPICAL PHRASE LIST*

Have you (got) anything to declare?	У вас есть о чем заявить (в декларации)?
I have (got) nothing to declare.	Мне нечего заявить в декларации
I need a customs declaration form.	Мне нужен бланк таможенной декларации
Are these things subjects (liable) to duty	Эти вещи облагаются пошлиной?
No, they are duty-free.	Нет, они не облагаются пошлиной.
How much duty must I pay?	Какую пошлину я должен заплатить?
Would you please read this notice.	Прочитайте, пожалуйста, это указание.
Would you mind unlocking this suitcase?	Не могли бы вы открыть этот чемодан?
What am I allowed?	Что мне позволено провезти?
I must check these things against the invoice (contents list)	Я должен проверить эти вещи по накладной (описи вложения).
You must be cleared by the customs	Вы должны пройти таможенный досмотр.
We'll have to charge you some duty (on) ...	Нам придётся обложить некоторой пошлиной ...

## **2. Translate into English:**

1. Согласно нашим таможенным правилам это не подлежит таможенному обложению.
2. Подпадает ли эта вещь под таможенные ограничения?
3. Личные вещи обычно не облагаются пошлиной, если они не превышают определенной квоты.
4. В таможене багаж пассажира тщательно проверяется таможенниками.
5. Иногда таможенники тщательно обыскивают (search; feel up) вещи пассажиров, чтобы предотвратить контрабанду товаров, подлежащих таможенному обложению.
6. Мы превысили квоту и должны были заплатить значительную сумму (considerable sum) таможенной пошлины.
7. Если у пассажира есть какая-нибудь вещь, которая подпадает под таможенные ограничения, его просят заявить о ней в декларации.
8. Только пройдя таможеню, путешественник может поехать в гостиницу или любое другое место.

## **3. Memorize and act out the above dialogues.**

**4. Make up a dialogue «At the Customs House» using the expressions from the Topical Phrase List.**

### **Funny story**

#### **AT A BORDER STATION**

One man was going to France on a business trip. He went to the booking-office to book a seat for the train to Paris. There were trains daily and the man booked a seat for the morning train.

The next morning the man arrived at the station and got into a train. Soon the train started off. It ran to the schedule and some hours later stopped at a French border station.

The man together with the other passengers, who were going abroad, went out as had to register his ticket and passport. Then he filled in a declaration and gave it to the customs official.

Some minutes later the customs official allowed the passengers to take their seats in the train and said that he would inspect their luggage.

The man went into his compartment, opened his suit-cases, took many boxes of cigarettes out of them and wanted to put all of them



into his pockets. But there were too many boxes. When all his pockets were full of cigarette boxes, he turned to another passenger, who was sitting at the window in the same compartment.

«Will you please take some of these boxes and put them into your pockets?» he asked.

«Why don't you leave them in your suit-cases?»

«Because I don't want to pay duty on them.»

«All right, said the passenger at the window, «give them to me. But I must tell you that I shall not return them to you.»

«Why?»

«Because I am a French customs official.»

### Vocabulary

run to the schedule	идти по расписанию
pull in to	заталкивать
turn	обращаться

## UNIT III

### AT A HOTEL

As soon as you are through with the customs you'll most probably take a taxi to a hotel. It's best to book a room (A.E. – make a reservation) in advance. In this case you'll be sure to stay at a hotel without any problems. You can book a room by telephone or telegram.

In many hotels a porter (A.E. – bell-boy) takes your luggage and shows you the way to the receptionist's desk. The receptionist will most probably ask you what room you want (a single or a double room, a suite etc.) and for how many days (nights) you are going to stay at the hotel. He may offer you a room with all modern conveniences (bath, telephone, TV). Then he will ask you to sign in (A.E. – check-in). In this case you have to sign your name in a hotel register (book). In the USA you have to put down your name, nationality and address in a special registration form (fill in a form).

When this formality is over, the receptionist gives you your key and the porter shows you up to your room. Now you are referred to as

a «guest». When going out you are supposed to leave your key at the desk. All the keys are hung on a special key-rack.

The room charge (price) usually includes your breakfast. Sometimes it includes the service, or the service is paid additionally.

The guests are requested to warn the receptionist in advance about the day and hour of signing out (A.E. – checking out) so that he could have the bill ready for them in time. Make sure that the bill is ready one day before leaving.

### Vocabulary

book a room (B.E.)	заказать, забронировать номер
make a reservation (A.E.)	заказать, забронировать номер
in advance	заранее
porter	зд. коридорный
receptionist	администратор
receptionist's desk	стойка администратора
single room	одноместный номер
double room	двухместный номер
suite	номер «люкс»
sign in (B.E.)	зарегистрироваться
check-in (A.E.)	зарегистрироваться
register	зарегистрироваться
registration form	бланк регистрации
fill in (A.E. – out)	заполнить (бланк)
show up (to)	проводить в, до
you're referred to	вас называют
guest	ГОСТЬ
key-rack	вешалка для ключей
bill	счет (за проживание)
sign out (B.E.)	выписаться, зарегистрировать отъезд
check out (A.E.)	выписаться, зарегистрировать отъезд

## Exercises to the Text

### 1. Find the English equivalents for the following:

забронировать номер; остановиться в гостинице; коридорный; администратор; одноместный номер; двухместный номер; регистрироваться; бланк регистрации; ключ; вешалка для ключей; современные удобства; обслуживание; плата; просить; предупреждать; приготовить счет; выезжать (выписаться).

### 2. Answer the questions:

1. Why is it best to book a room (make a reservation) in advance?
2. How can you book a room at a hotel?
3. Who usually helps you with your luggage when you come to a hotel?
4. Whom should you address for a room when you come to a hotel?
5. What will the receptionist most probably ask you about?
6. Who usually shows a traveller to his (her) room?
7. Why are you requested to warn the receptionist in advance about the day and hour of signing out (checking out)?

## Dialogues

### 1. Read and translate these conversations:

#### BOOKING INTO A HOTEL (In Britain)

*Mr. Stock has just arrived at the reception desk of his hotel.*

**Mr. Stock:** Good afternoon. My name's Stock. I believe you've got a room booked for me.

**Receptionist:** What was the name again, sir?

**S.:** Stock, S-T-O-C-K.

**R.:** If you wait a moment, sir, I'll check. Yes, that's right, sir. One single, sir, with private bath – from today for 3 days. If you'd just sign the book here, I'll get your key and have your things sent up. By the way, it's Room 108.

**S.:** I see. What time's breakfast, by the way?

**R.:** Well, it's any time between 7 and 10 in the dining-room, or you could have it sent up.

**S.:** Oh, that's nice. I'd prefer it in my room. If you sent it up round about 8.30, that would be fine.

**R.:** Very good, sir. Would you like a newspaper sent up with your breakfast?

**S.:** Mm – yes. I'd like the «Financial Times» and the «Guardian», if you'd be so kind.

**R.:** Certainly, sir.

## **HOTEL RESERVATIONS**

### **(In the USA)**

*Embassy Hotel, Chicago. Conversation by telephone.*

**Doris Morgan:** Embassy Hotel. Good morning. My name is Doris Morgan. Can I help you?

**Oleg Rodimov:** Good morning. I'm calling from New York. I'd like to have a reservation for next Monday. My name is Oleg Rodimov.

**D.:** We have several hotels in Chicago. Which area are you interested in?

**O.:** I prefer downtown.

**D.:** All right. Do you want a single or a double room?

**O.:** A single room, please.

**D.:** Okay, Mr Rodimov.

**O.:** Is it a front room or a back room?

**D.:** It's a front room. But our hotel is located on a quiet street.

**O.:** What's the price of this room per night?

**D.:** Seventy dollars a night. How long do you expect to stay?

**O.:** I'll be staying for a week. Will the room be reserved for me? Okay?

**D.:** You are all set. Could I have your telephone number?

**O.:** (212) 431-2211. I'll pay by credit card.

**D.:** See you next week, Mr Rodimov. Thank you for calling us.

\*\*\*\*

*The taxi with Oleg Rodimov had hardly stopped at the entrance of the Green Davidson Hotel when the doorman opened the door and helped them out. While he was paying the taxi-driver a bell-boy came up, took their luggage, and he led him through the lobby straight up to the receptionist*

**Receptionist:** Good afternoon. What can I do for you?

**Oleg Rodimov:** I'd like to have a single room with bath for the night.

**R.:** Have you made reservations?

**O.:** Yes, I called from New York. My name is Rodimov.

**R.:** Ah, yes, sir. To be sure. Here you are, room 215. Second floor, front.

**O.:** What's the price?

**R.:** 48 dollars a day, sir. How long will you be staying here?

**O.:** I expect I'll check out at about noon the day after tomorrow. Shall I pay in advance?

**R.:** Yes, please. Transient guests are required to pay in advance. You can pay at the cashier's desk to your left. Will you please, check-in?

*The receptionist hands over a registration form and O.R. fills it in giving all the information required. The receptionist gives the key to Oleg Rodimov's room to the bell-boy, who turns to Rodimov.*

**Bell-boy:** Your baggage, please?

**O.:** These two suitcases are mine.

**B.:** This way, please.

*The bell-boy leads Oleg Rodimov down the corridor and stops at room 215. He opens the door, places both suitcases on a special rack and shows Oleg Rodimov into the room.*

**O.:** What are those two phones on the night table?

**B.:** The black one's the city phone, and the white one is the house (internal) phone.

**O.:** Thank you.

**B.:** Anything else I can do for you?

**O.:** No, that will be all.

**B.:** Just push one of these buttons if you want anything (points to three push-buttons in the wall under which the words «Maid-Porter-Steward» are written) or else use the house phone to summon them.

## Vocabulary

check	проверить
downtown (A.E.)	центр города
front room	номер с окнами на улицу
back room	номер с окнами во двор
you're all set	все в порядке
cashier's desk	касса

house phone	внутренний телефон
maid	горничная
steward	официант
summon	вызывать

## Exercises to the Dialogues

### 1. Memorize these phrases:

#### TOPICAL PHRASE LIST

book a room (B.E.)	заказать, забронировать номер
make a reservation (A.E.)	заказать, забронировать номер
single room	одноместный номер
double room	двухместный номер
a room for three	трехместный номер
front room	номер с окнами на улицу
back room	номер с окнами во двор
Where can I see a receptionist?	Где находится администратор?
Have you vacant rooms?	У вас есть свободные номера?
I'd like to stay (put up) at the hotel	Я бы хотел остановиться в гостинице
What's the price a (per) day (night)?	Сколько стоит номер в сутки?
How long will you be staying?	На какой период вы собираетесь остановиться?
How long do you expect to stay?	На какой период вы остановитесь?
I'll be staying for a week	Я остановлюсь на неделю
sign in (B.E.)	прописаться, зарегистрироваться
sign out (B.E.)	выписаться, освободить номер
check in (A.E.)	прописаться
check out (A.E.)	выписаться
Will you please sign in (check in)	Зарегистрируйтесь, пожалуйста
I'll check out about noon tomorrow	Я выпишусь (освобожу номер) завтра около полудня
Fill in (A.E. – out) the form,	Заполните, пожалуйста, бланк

please	
This room will suit me	Этот номер мне подойдет
Shall I pay in advance?	Мне уплатить вперед?
transient guest	лицо, временно (несколько дней) проживающее в гостинице (для таких лиц в США – посуточный тариф)
residential guest	лицо, длительный период проживающее в гостинице (для таких лиц в США – льготная ежемесячная оплата)

**2. Translate these phrases into English. Use the expressions from the Topical Phrase List:**

1. Где находится администратор?
2. Я бы хотел заказать номер «люкс».
3. У вас есть свободные номера?
4. Вам следует заполнить эту форму.
5. Вы можете заполнить этот бланк по-английски?
6. Я хочу остановиться в гостинице на 2 недели.
7. Вы можете освободить номер до 12 часов дня?
8. Мне уплатить вперед?
9. Этот номер мне не подходит.
10. Мы можем показать вам другой номер.

**3. Translate this dialogue into English:**

**Traveller:** Здравствуйте, я бы хотел получить одноместный номер.

**Receptionist:** Вы сделали предварительный заказ?

**T.:** Да, моя фамилия Ветров. Я заказал одноместный номер телеграммой.

**R.:** О, господин Ветров. Да, сэр. Пятьдесят пятый номер.

**T.:** Окна этого номера выходят на улицу или во двор?

**R.:** На улицу.

**T.:** Я бы предпочел с окнами во двор.

**R.:** О, сэр. Этот номер выходит на (looks out on) тихую улицу.

**T.:** Хорошо. Сколько стоит этот номер?

**R.:** 20 фунтов, включая завтрак. Можно узнать, на сколько дней вы собираетесь у нас остановиться?

**T.:** Я думаю пробыть здесь примерно неделю.

**R.:** Очень хорошо. Известите нас, пожалуйста, за день до вашего отъезда. Тогда мы сможем приготовить вам счет.

**4. Make up a dialogue on the following:**

- a) Booking a room.
- b) At the hotel.

**5. Act out the conversations.**

**Funny stories  
IN A COUNTRY INN  
(After Jerome K. Jerome)**

One day, when George, Harris and I were talking, George remembered a very funny thing that had happened to his father when he was young.

His father was travelling with another young man through Wales, and, one night they stopped at a little inn. There were some other young men there and George's father and his friend joined them and spent the evening with them.

They had a very pleasant evening, and sat up late. When time came to go to bed they (George's father and his friend) were a bit tipsy.

They were to sleep in the same room, but in different beds. They took a candle with them, and went upstairs. Unfortunately the candle went out when they entered the room, and they had to undress and to find their way to the beds in the dark.

It so happened that they both climbed into the same bed, but from different sides, and were lying one with his head, and the other with his feet on the pillow.

There was a silence for a moment, and then George's father said:  
«Joe!»

«What's the matter, Tom?» asked Joe from the other end of the bed.

«Why, there's a man in my bed», said George's father. «His feet are on my pillow.»

«Well, it's very strange, Tom», answered the other, «but there is a man in my bed too!»



«What are you going to do with him?» asked George's father.

«Well, I'm going to kick him out,» answered Joe.

«So am I», said George's father.

There was a short struggle and then a heavy bump, as if two bodies fell down on the floor. Then one voice said:

«I say, Tom!»

«Yes!»

«How are you getting on?»

«Well, to tell you the truth, my man kicked me out.»

«So did mine! I say Tom, I don't like this inn, do you?»

### Vocabulary

a bit tipsy	немного навеселе (пьяны)
kick out	зд. сбросить
bump	удар

## UNIT IV

### APPLYING FOR A JOB

Information, which includes your suitability to the job, should be highlighted. This information is called a resume. If you have had previous experience in various phases of employment, it may be to your advantage to have two-three different resumes, each emphasizing a different area of competence.

1. It is a standard practice to begin the resume with personal data. Essentials such as your name, address, social insurance number, home phone number and business phone number (recommended only if your present employer is aware of your job search). Facts, such as your date of birth, marital status, and number of dependents, may also be included.

2. An option, which may be included in your resume, is a brief explanation of your career objective or goals. This is usually included following personal data. If you have only one version of your resume, it may be best to include this section in a covering letter so that you can tailor it to the specific position for which you are applying.

3. The structure of the next portion of your resume will depend a great deal on the extent of your work history. If you are a recent graduate with limited business experience, begin with your education first. Highlight achievements and honours, and note extracurricular activities. Expand on any courses you took which are relevant to the position you desire, or specialized training you may have participated in. Progress to your part-time or summer employment, and indicate responsibility and achievements.

4. If you possess a strong background in the work, you should begin with your work experience first. Information provided here will include a job title, name of employer, address, date of employment, and a brief summary of duties. Emphasize responsibilities and highlight personal achievements, advancement and recognition. Your list of positions should be in reverse chronological order, so begin with your current employer.

Next, your resume could include a brief section designed to give employers an insight into your leisure and non-work activities. You might include:

- clubs or professional associations
- community volunteer work
- sports and hobbies

5. Finally you could list references. It has become acceptable practice to write «References: Available upon request» since addresses, titles, phone numbers are subject to change. Choose references carefully and always get permission to use their names as references.

Thus, a resume must contain a summary of essential facts about your background:

1. Personal details.
2. Career objective.
3. Work experience.
4. Education.
5. References.

### **A sample of a resume:**

**Personal:** Ivan Shipulin  
376 West 186 th Street, Apartment 6J, New  
York, H.J. 10033, Tel. (212) 973-792  
Born Aug.12, 1972. Married, two children.  
Arrived in the USA August 2006.

**Objective:** A position as a mechanical engineer.

**Experience:** Brown manufacturing Co.  
2006-2013 Paterson, N.J.  
Design Engineer. Planned and designed both automatic and special machines, instrumental systems, and pneumatics.

1994-2006 Saratov Machine Works  
Saratov, USSR.  
Design engineer at the Automation Department. Designed various automatic machines. Installed machinery and equipment. 12 years varied experience in mechanical engineering.

**Education:** Saratov Polytechnic Institute  
Saratov, USSR, 1989-1994  
Mechanical Engineer.

**Sports and hobbies:** Sailing

**References:** Available upon request

### Vocabulary

apply (for)	подавать заявления, обращаться
suitability	пригодность
highlight	освещать
employment	принятие (наем) на работу
to your advantage	зд. вам на пользу
resume	резюме (краткая профессиональная биография)
competence	компетентность
standard practice	зд. обычная практика
essentials	зд. необходимые данные
social insurance	социальное страхование
be aware	знать, сознавать
marital status	семейное положение
dependent	иждивенец
option	зд. необязательный пункт

career objective	желаемая должность
following	после
covering letter	сопроводительное письмо
tailor (to)	приспособить, подогнать (к)
specific	конкретный
position	должность
a great deal	зд. во многом
extent	зд. длительность
work history	трудовая биография
honour	зд. отличие
extracurricular	зд. общественный, внеаудиторный
expand (on)	рассказать подробно (о)
be relevant (to)	относиться (к)
participate	принимать участие
progress (to)	перейти (к)
responsibility	обязанность
possess	иметь, обладать
background	зд. биография
job title	название должности
brief summary	краткое описание
recognition	признание
reverse	обратный
order	порядок
section	часть
designed	предназначенный
insight	понимание
community	зд. общественный
volunteer	добровольный
reference	1. рекомендация; 2. поручитель, дающий рекомендацию.
acceptable practice	общепринятая практика
available	зд. предоставляется
upon request	по требованию
subject (to)	зд. подверженные

## Exercises to the Text

### 1. Translate these words and word combinations:

job; job search; apply for a job; suitability to a job; highlight; previous experience; employment; phases of employment; employer; resume; area of competence; personal data; home phone number; business phone number; date of birth; marital status; number of dependents; covering letter; specific position; apply for a position; work history; recent graduate; limited business experience; training; part-time employment; background in the work; work experience; job title; date of employment; summary of duties; list of positions; reverse chronological order; current employer; activities; community volunteer work; reference; get a permission; essential facts.

### 2. Find the English equivalents for the following:

работа; обращаться насчет работы; работодатель; принятие (наем) на работу; этапы найма на работу; предыдущий опыт; личные данные; компетентность; область компетенции; семейное положение; число иждивенцев; дата рождения; социальное страхование; карьера; резюме; должность; конкретная должность; дата приема на работу; цель; сопроводительное письмо; длительность трудовой биографии; недавний выпускник; осветить (описать) достижения и отличия; отметить общественную (внеаудиторную) деятельность; опыт работы; перечень должностей; общественная добровольная работа; краткое описание; поручитель; получить разрешение; основные факты.

### 3. Answer the questions:

1. What is a resume?
2. What is a standard practice to begin a resume with?
3. What essentials and facts make up your personal data?
4. What option may be included in your resume after your personal data?
5. What will be the next portion of your resume if you are a recent graduate with limited business experience?
6. What should you highlight in this case?
7. Is this desirable to expend on any courses you took or specialized training you may have participated in if they are relevant to the position you want?

8. What should you begin your resume with if you possess a strong background in the work?

9. What will the information include in this case?

10. In what order should you give your list of positions if you possess a strong background in the work?

11. What might you include into a brief section giving an insight into your leisure and non-work activities?

12. What should be the final point of your resume?

**4. Make up a summary of the introductory text and retell it.**

**5. Retell the text given above.**

## Dialogues

**Read and act out these short conversations and translate them:**

### A JOB VACANCY

*Oleg was watching TV when the telephone rang.*

*It was his American friend Dick Jones.*

**Dick:** Oleg, I hope I'm not calling too late.

**Oleg:** No, Dick, I was watching television. How are you?

**D.:** I'm fine. I'm calling you at such a late hour because there is a good news for you. An hour ago I spoke to a friend of mine. He's on the Board of Directors at «A&B Instrument Company». They have an immediate opening for a software programmer. They are looking for a specialist in this field. I told my friend about you. He wants to know if you can come tomorrow for an interview. You shouldn't miss this opportunity.

**O.:** Dick, you're absolutely right. I agree with you completely. I realize that I should see the interviewer; but what about my job at the gas station?

**D.:** Oh, come on. Don't tell them where you are going. Just tell your supervisor you have some personal business to attend to. Promise him to make up the time.

**O.:** That makes sense, Dick. But I'm a bit afraid because of my poor English.

**D.:** Stop worrying about it. All you have to do is to explain your previous experience. You can do it perfectly well. You've to show your experience but not English stylistic subtleties. Even a few

grammatical errors won't harm you. I'm sure you'll feel at ease with the interviewer.

**O.:** I hope so. I've made up my mind and I'm going to see the interviewer.

**D.:** Okay. Would you write down the address?

**O.:** All right. I'm listening.

**D.:** 620 Broadway, 25th floor. Ask for the personnel department. Don't leave home without your resume. Good luck.

**O.:** Thank you, Dick.

### Vocabulary

opening	зđ. вакансия
miss	упускать, пропускать
oh, come on	да брось ты
supervisor	зđ. начальник
attend (to)	заниматься
make up the time	отработать пропущенное время
that makes sense	это разумно
a bit = a little	немного
stylistic subtleties	стилистические тонкости
feel at ease	чувствовать себя спокойно

### Exercises to the Dialogues

#### 1. Memorize these phrases:

#### TOPICAL PHRASE LIST

apply for a job	подавать документы по поводу работы
look for a job	искать работу
look for a specialist	искать специалиста
suitability to the job	пригодность к работе
job search (hunting)	поиск работы
job hunter	человек, ищущий работу
job as an electronic engineer	работа в качестве инженера-электронщика
high-level job	квалифицированная работа

job in (your) special field	работа по (вашей) специальности
good professional background	хорошая профессиональная подготовка
work experience	трудовой стаж (опыт)
professional experience	опыт (стаж) работы по специальности
American experience	опыт работы в Америке
particular position	конкретная должность
write a resume	написать резюме
area of competence	область компетенции
personal data	личные данные
data of birth	дата рождения
marital status	семейное положение
number of dependants	число иждивенцев
date of employment	дата поступления на работу
part-time employment (job)	работа не полный рабочий день, почасовая работа
list of positions	перечень должностей
list of references	перечень поручителей
Do you have a job?	У вас есть работа?
What kind of position do you want?	Какую должность вы хотите?
What abilities qualify you for the job?	Какие данные определяют вашу пригодность к этой работе?
Stress your strengths and experiences	Подчеркните свои сильные стороны и опыт работы
Leave out other information	Опустите другую информацию
Explain your previous experience	Расскажите о прежней работе
Ask for the personnel department	Спросите отдел кадров
You should see the interviewer	Вам следует пойти на собеседование
Who will be my direct supervisor?	Кто будет моим непосредственным начальником?
Is it a well-paid job?	Работа хорошо оплачивается?



## **2. Translate into English:**

1. У них есть вакансия на должность программиста.
2. Они ищут специалиста в этой области.
3. Вы не должны пропустить такую возможность.
4. Вы можете придти завтра на собеседование.
5. Обещайте отработать пропущенное время.
6. Спросите отдел кадров.
7. Не уходите из дома без резюме.
8. У вас есть работа?
9. Я ищу работу в качестве инженера-электронщика.
10. У меня хорошая профессиональная подготовка.
11. У меня большой опыт работы по специальности.
12. Мне нужна квалифицированная работа.
13. У вас есть резюме? Покажите его мне, пожалуйста.
14. Ваше резюме должно отражать стаж (опыт) работы по специальности.
15. Многие из тех, кто ищет работу, подчеркивают подробности, не имеющие значения.
16. Какую должность вы хотите?
17. Вам следует рассказать о своих сильных сторонах и стаже работы по специальности (профессиональном опыте).
18. Начните с общего трудового стажа. Эта информация должна включать название должности, фамилию работодателя, адрес, дату приема на работу и краткое описание обязанностей.
19. Перечень (ваших) должностей должен быть в обратном хронологическом порядке.
20. И, наконец, вы можете предъявить список поручителей.

## **3. Translate the dialogue into English:**

**Ж.:** Теперь у вас хорошее резюме. Ваш потенциальный наниматель поймет, какие способности делают вас подходящей кандидатурой (qualify you) для этой работы. Теперь вам нужно пойти на собеседование.

**Р.:** Я боюсь. Мой английский недостаточно хорош. Я не знаю, как вести себя (behave) на собеседовании.

**Ж.:** Вы должны прочитать статьи об этой компании. Это произведет хорошее впечатление.

**Р.:** Вы правы, Джек, но я волнуюсь.

**J.:** Вы знаете американскую терминологию в своей области (your field). Вы опытный специалист. Вы сможете ответить на все вопросы. Но есть несколько основных правил.

**P.:** Вы можете дать несколько советов?

**J.:** Здороваясь с (when greeting) представителем компании, ждите, пока он не пожмет (until he shakes) вашу руку. Вы также ждите, пока он не предложит (until he offers) вам сесть.

**P.:** Понятно. Должен ли я избегать обсуждения каких-либо тем?

**J.:** Не критикуйте бывших нанимателей или коллег (fellow workers). Не обсуждайте свои личные, домашние или финансовые проблемы, если вас не спрашивают о них.

**P.:** Могу я задать вопрос о зарплате (salary)?

**J.:** Конечно, но только после того, как наниматель затронул эту тему (introduced the subject).

**P.:** Большое спасибо за эту ценную информацию.

#### **4. Prepare any of a resume in a written form.**

### **Funny story**

#### **THE EXCESSIVE BILL**

*Once a man received an exorbitant bill for legal services.*

*He considered the amount excessive, so he went right to the lawyer's office. The conversation went like this:*

**Client:** Is this really my bill?

**Lawyer:** Isn't this your name on the bill?

**C.:** Yes.

**L.:** Who handled it?

**C.:** One of your secretaries. The tall one with blonde hair and ...

**L.:** Yes, yes, Miss Thompson. She's very accurate. There's no doubt that the bill is correct.

**C.:** But this bill is too much for the service I received from your office. I didn't even have the professional services of a real lawyer.

**L.:** That doesn't have anything to do with it. Here the charge is the same, whether I do the work personally or a secretary takes care of a routine matter such as yours.

**C.:** But ... but it's too much!

**L.:** Sir, you take care of your business and I'll take care of mine!

**C.:** Obviously you don't know who I am!

**L.:** And who are you, sir?

C.: Now I understand this exorbitant bill.  
 L.: What do you mean?  
 C.: Simply that I belong to the same profession as you do.  
 L.: Oh, well! Then there was an oversight. My secretary didn't make a note of that fact. I'm very sorry about the mistake.  
 C.: Oh, that's all right. It could happen to anyone.  
 L.: So you're a member of my profession, eh? Well, in that case, I'll give you a discount of seventy-five percent.  
 C.: that's better! Now that the bill is for a reasonable sum, I'll pay it right away. Here's the money.  
 L.: Thank you very much. I hope that you'll forgive this mistake.  
 C.: Naturally.

After taking the money, the lawyer sees his client to the door with great respect and courtesy, and says:

L.: But tell me, friend, where is your office?  
 C.: Oh, I don't have an office.  
 L.: But you just told me that you had the same profession as I do.  
 C.: Yes, I did. I'm a thief too!

### Vocabulary

exorbitant bill	чрезмерный счет
legal service	юридическая услуга
excessive	чрезмерный
lawyer	юрист, адвокат
handle	вручать
have anything to do (with)	иметь какое-либо отношение (к)
charge	оплата
take care (of)	зд. заниматься
routine matter	обычный вопрос
mean	иметь в виду
belong (to)	относиться (к)
oversight	оплошность
make a note	отметить, обратить внимание
discount	скидка
now that	теперь, когда

reasonable sum	приемлемая сумма
right away	прямо сейчас, немедленно
forgive	простить
naturally	разумеется
see to (the door)	проводить к (двери)
respect	уважение
courtesy	учтивость, любезность

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Ирина Борисовна Шестакова

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