

Документ подписан простой электронной подписью  
Информация о владельце:  
ФИО: Андрей Драгомирович Хлутков  
Должность: директор  
Дата подписания: 03.06.2024 10:48:04  
Уникальный программный ключ:  
880f7c07c583b07b775f6604a630281b13ca9fd2

Федеральное государственное бюджетное образовательное учреждение высшего образования

**«РОССИЙСКАЯ АКАДЕМИЯ НАРОДНОГО ХОЗЯЙСТВА И ГОСУДАРСТВЕННОЙ**

**СЛУЖБЫ ПРИ ПРЕЗИДЕНТЕ РОССИЙСКОЙ ФЕДЕРАЦИИ»**

**СЕВЕРО-ЗАПАДНЫЙ ИНСТИТУТ УПРАВЛЕНИЯ**

**ФАКУЛЬТЕТ СРЕДНЕГО ПРОФЕССИОНАЛЬНОГО ОБРАЗОВАНИЯ**

УТВЕРЖДЕНО на заседании

ПЦК по профессиональным модулям

Протокол №1

От «30» августа 2023 г.

**ФОНД ОЦЕНОЧНЫХ СРЕДСТВ**

**МДК 03.02 Иностраный язык в сфере профессиональной коммуникации для**

**службы обслуживания и эксплуатации номерного фонда**

для специальности 43.02.14 «Гостиничное дело»

на базе основного общего образования

очная форма обучения

Квалификация выпускника

**Специалист по гостеприимству**

Год набора - 2022

Санкт-Петербург

2023

Автор(ы)–составитель(и): Шадрин К.Ю.

Председатель цикловой (методической) комиссии: к.э.н., доцент СЗИУ Дочкина А.А.

Рецензент: зав. кафедрой управления в сфере туризма и гостеприимства д.э.н., профессор Морозова Марина Александровна

## СОДЕРЖАНИЕ

1. Перечень планируемых результатов обучения по дисциплине.	4
1.1. Цель и планируемые результаты освоения профессионального модуля	4
2. Оценочные средства по дисциплине	6
2.1. Текущий контроль.	6
2.2. Промежуточная аттестация	17
3. Описание системы оценивания, шкала оценивания	20
3.1. Показатели и критерии оценивания для текущего контроля	20
3.2 Показатели и критерии оценивания для промежуточного контроля	22

## 1. Перечень планируемых результатов обучения по дисциплине

### 1.1. Цель и планируемые результаты освоения профессионального модуля

В результате изучения профессионального модуля студент должен освоить основной вид деятельности «Организация и контроль текущей деятельности сотрудников службы обслуживания и эксплуатации номерного фонда» и соответствующие ему общие компетенции и профессиональные компетенции:

#### 1.1.1. Перечень общих компетенций

Код	Наименование общих компетенций
ОК-1	Выбирать способы решения задач профессиональной деятельности, применительно к различным контекстам.
ОК-2	Осуществлять поиск, анализ и интерпретацию информации, необходимой для выполнения задач профессиональной деятельности.
ОК-3	Планировать и реализовывать собственное профессиональное и личностное развитие.
ОК-4	Работать в коллективе и команде, эффективно взаимодействовать с коллегами, руководством, клиентами.
ОК-5	Осуществлять устную и письменную коммуникацию на государственном языке с учетом особенностей социального и культурного контекста.
ОК-6	Проявлять гражданско-патриотическую позицию, демонстрировать осознанное поведение на основе традиционных общечеловеческих ценностей.
ОК-9	Использовать информационные технологии в профессиональной деятельности.
ОК-10	Пользоваться профессиональной документацией на государственном и иностранных языках.

#### 1.1.2. Перечень профессиональных компетенций

2. Код	Наименование видов деятельности и профессиональных компетенций
ВД-3	Организация и контроль текущей деятельности работников службы обслуживания и эксплуатации номерного фонда
ПК-3.1	Планировать потребности службы обслуживания и эксплуатации номерного фонда в материальных ресурсах и персонале.
ПК-3.2	Организовывать деятельность работников службы обслуживания и эксплуатации номерного фонда в соответствии с текущими планами и стандартами гостиницы

ПК-3.3	Контролировать текущую деятельность работников службы обслуживания и эксплуатации номерного фонда для поддержания требуемого уровня качества обслуживания гостей.
--------	---

1.1.3. В результате освоения профессионального модуля студент должен:

Иметь практический опыт в	<ul style="list-style-type: none"> <li>-разработке операционных процедур и стандартов службы обслуживания и эксплуатации номерного фонда;</li> <li>-планировании, организации, стимулировании и контроле деятельности персонала службы обслуживания и эксплуатации номерного фонда.</li> </ul>
уметь	<ul style="list-style-type: none"> <li>-планировать работу службы обслуживания и эксплуатации номерного фонда;</li> <li>-организовывать выполнение и контролировать соблюдение стандартов качества оказываемых услуг работниками службы;</li> <li>-рассчитывать нормативы работы горничных;</li> <li>-контролировать состояние номерного фонда, ведение документации службы, работу обслуживающего персонала по соблюдению техники безопасности на рабочем месте, оказанию первой помощи и действий в экстремальной ситуации.</li> </ul>
знать	<ul style="list-style-type: none"> <li>-структуру службы обслуживания и эксплуатации номерного фонда, ее цели, задачи, знание в общей структуре гостиницы;</li> <li>-принципы взаимодействия с другими службами гостиницы;</li> <li>-сервисные стандарты обслуживания номерного фонда;</li> <li>-санитарно-гигиенические мероприятия по обеспечению чистоты, порядка, комфорта пребывания гостей;</li> <li>-порядок материально-технического обеспечения гостиницы и контроля за соблюдением норм и стандартов оснащения номерного фонда;</li> <li>-принципы управления материально-производственными запасами;</li> <li>-методы оценки уровня предоставляемого гостям сервиса;</li> <li>-требования охраны труда, техники безопасности и правил противопожарной безопасности;</li> <li>-систему отчетности в службе обслуживания и эксплуатации номерного фонда.</li> </ul>

## 2. Оценочные средства по дисциплине

### 2.1. Текущий контроль.

В ходе реализации профессионального модуля ПМ 03 «Организация и контроль текущей деятельности сотрудников службы обслуживания и эксплуатации номерного фонда» используются следующие методы текущего контроля успеваемости обучающихся:

Тема (раздел)	Формы (методы) текущего контроля успеваемости
<b>Раздел 1.</b> Планирование потребности службы обслуживания и эксплуатации номерного фонда в материальных ресурсах и персонале.	<i>Тесты</i> <i>Практические задания</i> <i>Ситуационные задачи (кейсы)</i>
<b>Раздел 2.</b> Организация и контроль текущей деятельности сотрудников службы обслуживания и эксплуатации номерного фонда в соответствии с текущими планами и стандартами гостиницы для поддержания требуемого уровня качества обслуживания гостей	<i>Собеседование</i>

#### 2.1.1. Тесты

**Тестовые задания.**

##### **Вариант 1**

1. What is the very first stage of routine room cleaning?
  - a) cleaning the beds;
  - b) cleaning and washing dishes;
  - c) removing dust and dirt from furniture;
  - d) ventilation of the room;
  - e) cleaning the sanitary facility.
2. The state of cleaned rooms is monitored:
  - a) maids;
  - b) manager of the room – service service;
  - c) supervisor;
  - d) chief steward.
3. First of all, the maids clean the rooms:
  - a) rooms with a sign “Please clean my room”;
  - b) occupied residential rooms at a time when guests left them;

- c) available reserved rooms;
  - d) newly released rooms.
4. What events are held in the hotel conference hall?
- a) banquets, festive events;
  - b) concerts;
  - c) conferences, meetings, business negotiations.
  - d) coffee break.
5. Transfer is:
- a) movement of passengers, luggage, cargo by various modes of transport on the basis of an agreement;
  - b) booking tickets for various types of transport for the guest;
  - c) calling a taxi at the guest's request in any direction;
  - d) a service for transporting hotel guests from the airport (train station, seaport) to the hotel and back.
6. Which rooms are cleaned last?
- a) residential rooms, during the absence of guests in them;
  - b) rooms with a sign on the door "Please remove my room";
  - c) rooms for check-in;
  - d) rooms after check-out and rooms whose check-in is not scheduled on the current day.
7. What is the main purpose of a waiter's hand towel?
- a) for wiping and polishing dishes and cutlery;
  - b) to prevent burning your hands when serving hot dishes;
  - c) is used only as part of the waiter's uniform;
  - d) used to wipe the table if a guest spills or gets something dirty.

**Ключ к тесту**

№	1	2	3	4	5	6	7
буква	e	b	c	c	d	a	b

**Вариант 2**

1. Who heads the food service at the hotel?
- a) head waiter;
  - b) chef;
  - c) director of nutrition services;
  - d) hostess.

2. In accordance with Russian hotel standards, the number of seats in a hotel restaurant should be:
- a) 70% of the number of rooms;
  - b) 50% of the number of rooms;
  - c) 90% of the number of rooms;
  - d) 100% of the number of rooms.
3. What is the last stage of routine room cleaning?
- a) cleaning the beds;
  - b) cleaning the sanitary facility;
  - c) removing dust and dirt from furniture;
  - d) ventilation of the room;
  - d) cleaning and washing dishes.
4. How many rooms does the maid clean?
- a) from 15 to 20 numbers;
  - b) from 8 to 17 numbers;
  - c) from 5 to 10 numbers;
  - d) from 10 to 15 numbers.
5. Which service at the hotel provides visa support to guests?
- a) room management service;
  - b) service - bureau;
  - c) business center;
  - d) transport department.
6. What machines are used to clean large areas of adjacent areas?
- a) floor polishers;
  - b) sweepers;
  - c) vacuum cleaner for dry cleaning;
  - d) scrubber dryers.
7. In what order are single-room rooms cleaned?
- a) room, hallway, bathroom;
  - b) bathroom, room, hallway;
  - c) hallway, bathroom, rooms;
  - d) room, bathroom, hallway.
8. On which floors should there be rooms for disabled people?
- a) on the lower floors;
  - b) on the ground floors;



- c) on the upper floors;  
d) on the middle floors.

**Ключ к тесту**

<b>№</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>буква</b>	c	a	b	a	b	b	a	a

**Вариант 3.**

1. A space in the center of the building that is open to the sky.  
a) park b) lounge c) courtyard d) lobby
2. A form with a name, contact information and in some cases passport number and other information.  
a) resume b) a bill c) invoice d) a registration card
3. I'd like \_\_\_\_\_ a room for me and my husband, please?  
a) to reserve b) to buy c) to have d) reserve
4. Could you just \_\_\_\_\_ here?  
a) write b) sign c) read d) spell
5. Can I pay \_\_\_\_\_ a credit card?  
a) in b) on c) ---- d) with
6. Would you like our \_\_\_\_\_ to bring you a breakfast?  
a) restaurant room service c) restaurant staff  
b) porter d) bell-boy
7. \_\_\_\_\_ I sign here?  
a) must b) may c) shall d) ---
8. \_\_\_\_\_ you wake me up at seven o'clock?  
a) could b) must c) may d) shall

**Ключ к тесту**

<b>№</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>буква</b>	c	d	a	b	d	a	c	a

**2.1.2. Практические задания. Ситуационные задачи (кейсы).**

**Вариант 1**

1. Do you have any form of identification?  
a) only a driving license. c) yes, he does.  
b) no, i do. d) a registration card.

2. цена номера

a) price b) charge c) bill d) room rate

3. холл, комната для отдыха

a) lobby b) lounge c) suit d) passage

4. Can I get \_\_\_\_\_ for this suit?

a) a discount b) a price c) room d) passage

5. Please, do not smoke in \_\_\_\_\_

a) a shower b) non-smoking rooms c) at work d) smoking

### **Вариант 2**

1. Londoners are proud of their \_\_\_\_\_.

a) lakes b) parks c) pools d) lawns

2. After you met someone and had a talk for the first time, it is polite to say, \_\_\_\_\_.

A) It was nice seeing you. B) It was nice meeting you.

c) how are you doing? d) yo!

3. The Americans often have pictures of their family members in their \_\_\_\_\_.

a) wallets b) bags c) pockets d) books

4. The first president of the USA never lived in \_\_\_\_\_.

a) the capital b) the white house c) his own home. d) the usa

5. The traditional dish for Thanksgiving in the USA is roast \_\_\_\_\_.

a) fish b) beef c) vegetables d) turkey

### **Ситуационные задания (кейсы). Переведите.**

**Ситуация 1.** The hotel staff is fluent in one of the foreign languages. The hotel rooms are equipped with double beds measuring 160 x 200 cm, carpets or carpeted floors, a lounge chair for each guest, promotional materials, a bathrobe, and bath slippers. The hotel has a swimming pool and sauna, meeting rooms, computers, and fax.

**Ситуация 2.** The hotel has 100% capacity in single and double rooms, doors and locks with internal security and high security lock. Provides the following services: doorman, mandatory 24-hour luggage service, daily room cleaning by a maid with monitoring of its condition, daily change of bed linen and towels, shoe shine by hotel staff, business center services. The area of the bathroom is 4.0 m<sup>2</sup>, the area of a one-room double room is 20 m<sup>2</sup> (after reconstruction).

**Ситуация 3.** The hotel staff has uniforms, service badges, is fluent in one of the foreign languages, and has professional training appropriate to the work performed. Hotel rooms are equipped with the following equipment and sanitary equipment: shelves for toiletries, towel

holders and hooks for clothes, toilet soap in branded packaging, toilet paper, terry sheets in the apartments, towels (at least three, including bath). The area of a single room is 10 m<sup>2</sup>.

**Ситуация 4.** The hotel has the following technical equipment: radio, color TV in each room, telephone in the apartments in each room, electrical sockets with voltage indication, etc. Water supply: hot from a backup substation during an emergency; there is equipment for additional water filtration; air conditioning in all rooms 'all year round; radio broadcasting in all premises, including elevators; The area of a single room is 12 m<sup>2</sup>.

**Ситуация 5.** The hotel has a double room area of 14 m<sup>2</sup>, a separate entrance from the service entrance, a guarded parking lot, 24-hour ascent and descent by elevator, doors with an internal safety lock. Lighting from ceiling lamp, bedside lamp, table lamp, apartment telephone in each room. Furniture: single bed - 90 x 200 cm, double bed - 160 x 190 cm. Direct telephone connection to the city network in 100% of the rooms. Bathroom in 100% of rooms.

**Ситуация 6.** The public areas of the hotel have furniture and other equipment corresponding to the functional purpose of the room, and special flooring. The hotel has a service room. The hotel provides the following services: reception service works around the clock, maid cleaning of beds, dry cleaning: fulfillment of orders within 12 hours, delivery of correspondence to guests, etc. Internal telephone communication in 100% of rooms, change of bed linen once every five days, towels once every three days.

**Ситуация 7.** The bathroom in the hotel room is represented by an additional toilet for multi-room rooms. The room capacity is represented by 100% of the beds in single and double rooms. Minimum bed sizes: single - 90 x 200 cm, double 200 x 200 cm. Services provided are varied, including evening turndown, heated bathroom floors, telephone in the bathroom, parking (by hotel staff) and service from the garage ( from the parking lot) to the entrance of the guest's car.

**Ситуация 8.** The HR department of the Moscow Marriot Hotel has developed original training programs for reception and restaurant staff: “The Art of Communication”, “Know Yourself”, “Who is Who”. “Know Yourself” training promotes the development of effective communication skills, the formation of contact, and patience.

**Вопросы и задания к ситуации (на выбор). Подготовьте письменный или устный ответ**

1. Draw schematically the types of hotel premises, reveal their purpose
- 2 Draw diagrammatically and reveal the most important principles of cleaning work in a hotel
3. Diagram and expand the categories of cleaning work in a hotel
4. Draw a diagram of the structure of room service workers. Uncover their main functions
5. Draw schematically and reveal the essence of the types of cleaning of residential premises

6. Reveal the sequence of cleaning a multi-room suite and time it
7. Expand and justify the sequence of types of cleaning performed
8. Explain the technology for preparing a room for check-in. Complete all required documents.
9. Implement technology for daily routine cleaning of the hotel room
10. Implement the technology for performing general cleaning of a hotel room
11. Implement cleaning technology for reserved rooms
12. Implement express cleaning technology for hotel rooms.
13. Implement technology for cleaning common areas.
14. Implement technology for cleaning a private bathroom.
15. Implement a technology for cleaning a public bathroom.
16. Discover and carry out the necessary actions of a maid in preparation for the working day.
17. Expand the contents of the maid's cart and stock it on the shelves.
18. List and organize cleaning and detergent products for cleaning work in a hotel.
19. List and organize inventory and equipment for cleaning work in the hotel.
20. Implement evening preparation technology.
21. Disclose and demonstrate the time standards for dry wiping in the room.
22. Reveal and demonstrate the time standards for wet wiping in the room.
23. Disclose and demonstrate the time standards for washing surfaces in the room.
24. Disclose and demonstrate time standards for cleaning surfaces with a vacuum cleaner.
25. Reveal the actions of a maid that are strictly prohibited when working in a hotel room.
26. Expand the types of bed linen in a hotel and the work associated with its turnover.
27. Explain the standards for bed linen and the rules for its labeling in a hotel.
28. Disclose and demonstrate defects that are not acceptable for use of linen in a hotel.
29. Create a set of sanitary and hygienic supplies for a hotel room and justify your choice.  
Expand the labeling rules
30. Disclose the sequence of actions of room maintenance service employees in the event of damage to property by a guest. Fill out the "Act on Damage to Hotel Property"

### **Вопросы для собеседования**

#### **Собеседование №1 Особенности организации работы службы обслуживания и эксплуатации номерного фонда.**

1. Прочитайте. Раскройте суть текста:

Two basic services provided by a hotel are room and board. Thus, room (or the official term hotel accommodation) is the main service of the enterprise that belong to hotel business. Checking-in and checking-out are held round-the-clock. Besides providing an accommodation

for temporary staying, related services such as changing bedclothes, giving towels and hygiene items, the opportunity to use appliances and TV set, cleaning and sanitation are available. All these services are included into the cost of a hotel room in accordance with contractual obligations.

Meals are provided by dining facilities, restaurant, cafes, bars that work in a hotel or in collaboration with it. Foods can be also delivered to a hotel room.

2. Прочитайте. Раскройте суть текста:

Sanitary and hygienic requirements for food establishments.

General requirements for establishments that prepare and distribute food

Project, construction, location and establishment size where food is to be handled must:

- enable appropriate maintenance, cleaning and disinfection,
- prevent or reduce airborne contamination,
- provide for appropriate working space,
- allow for all work to be done in a sanitary manner,
- prevent accumulation of unclean substances, contact with poisonous materials and condensation and molding on surfaces,
- facilitate proper sanitary practice while handling food, including protection from contamination, especially pests,
- as needed, secure appropriate temperature for handling and storing food; sufficient capacity at the right temperature that can be monitored and if needed recorded.
- Spaces where food is handled must be clean, maintained and in good condition.

## **Собеседование №2. Планирование потребности в материальных ценностях.**

1. Прочитайте. Раскройте суть текста:

Concept, calculation procedure and accounting for depreciation of fixed assets

Fixed assets depreciation is the systematic allocation of the cost of long-term assets over their useful life. This accounting practice reflects the gradual reduction in value due to wear, tear, and obsolescence, ensuring accurate financial reporting and tax compliance.

Fixed assets are not just static possessions on a company's books; they are investments that can generate revenue and contribute to a company's competitiveness. Proper management and maintenance of these assets are essential to ensure their longevity and efficiency, as well as to comply with accounting and taxation standards. In this introduction, we will delve deeper into the world of fixed assets, exploring their significance, accounting treatment, and the strategic considerations involved in their management.

2. Прочитайте. Раскройте суть текста:

Inventory: essence, meaning, types.

Meaning of Inventory:

Inventory means all the materials (may be raw or finished parts/components, in process or finished products, castings and consumable tools, electrodes etc.) recorded on the ledgers/books of the organization and kept in its stocks (in the store or warehouses) for some period of time.

So, inventory is an essential part of an organization. Every enterprise/business or manufacturer concern however big or small has to maintain some inventory.

Some definitions explaining the various aspects of inventory are as follows:

(a) Inventories are referred to raw materials and finished goods lying in stores.

(b) All items, parts/components, materials, in process or finished products recorded in the books of the organization and kept in the stores are called inventories.

(c) Inventory is list of names, with complete specifications, quantities and/or money values of usable items.

(d) Inventory is defined as a descriptive list or items/goods which gives quantity and money value of each item. Inventory includes raw materials, semi-finished products or work in process inventories, finished parts/components and finished final products etc. held in storage awaiting use or marketing.

Even though inventory of materials is an idle resource in the sense it is not meant for immediate use but for smooth functioning of the organization or enterprise, maintenance of some inventory is essential.

Functions or Characteristics of Inventory:

From the definition of inventory, it is clear that it is related to stock of raw materials, semi-finished and finished products/items maintained by the enterprise/business/organization.

### **Собеседование №3. Организация деятельности сотрудников службы обслуживания и эксплуатации номерного фонда**

1. Прочитайте. Раскройте суть текста:

Describe the features of operating the room stock.

What is the job description of a stockroom?

Stockroom Job Description. Companies use stockrooms to store materials used in production and finished products that aren't yet on the retail store floor. The attendants and workers who work in stockrooms manage the inventory and deliver materials to the store or production floor.

What does a retail stockroom associate do?

Retail stockroom associates are responsible for the flow of merchandise from a central point of delivery to the retail sales floor, to an internal destination, or into a shipping or delivery

process. These employees can be responsible for receiving, unpacking, processing, organizing, storing, packaging, and labeling merchandise.

What is the role of inventory management software in keeping stockroom?

The role of inventory management software in keeping your stockroom in top shape. It may not be the sexiest part of your store, and it doesn't get a lot of customer eyeballs, but your stockroom is still a critical part of your physical location. In many ways, your stockroom acts as the headquarters of the store's operations.

What are the requirements to work in a stockroom?

Some stockroom workers must operate heavy equipment such as a fork lift or pallet jack. Most companies require a high school diploma for a position as a stockroom worker. Experience may be required for advanced positions in a stockroom such as supervisor.

2. Прочитайте. Раскройте суть текста:

Types of VIP clients, how to conquer them and how to build their loyalty.

In hospitality, all the guests must receive a VIP treat, because they are the reason to succeed of the company. It is essential to customize the treat, we are going to help you with this guide to how identify and offer a better treatment to VIP clients.

Although a good customer service is important in every business, hospitality makes the difference with their services. It is imperative to be respectful with all the guests and offer them customized services to get them back.

Even though all the guests need an excellent service, for some of them the hotel needs to use all the available resources to satisfy their needs and expectations.

Kinds of VIP clients in a hotel.

This group is made from guests who have a long story with the company and VIP customers provide to the company a significant financial inversion. Who are they? We can group them in:

- VIP Customers Level 3: travel agents, honeymooners, journalists, event organizers or high-ranking employees.
- VIP Customers Level 2: board members, owners, partners, heads of state or countries or senior government officials.
- VIP Customers Level 1: world leaders, wealthy businessmen, actors, or top sportsmen.
- How to manage your hotel's VIP clients

There are minimum guidelines to follow when dealing with your hotel's VIP clients, such as:

- Block off the best rooms for them.
- Organise a special reception led by a senior official.

- Place all complimentary VIP amenities in the room.
- Escort the VIP client to the room.
- Organise a guided tour of the facilities.

#### **Собеседование №4. Организация поэтажного обслуживания номерного фонда гостиницы.**

##### 1. Прочитайте. Раскройте суть текста:

Banquet service is a range of service styles for large catered events, such as weddings, award ceremonies, charity dinners, and sports team banquets. Banquet-style service may feature plated food, buffet or food stations, or passed hors d'oeuvres.

The banquet style of service is typically nothing more than a more elaborate meal due to the scope of the event or the size of the crowd present. Logistically, since a conference room is full of people around a standard dining room table, banquet service fits the bill.

It includes anything from a simple snack service to a state banquet and from a small birthday party to a grand trade exhibition. The functions may be organized either within the premises of the hotel or outside, according to the host's wish.

This service style can be as varied as the style of the event and usually, this type of service style is somewhat decided by the extent of the event, menu, and crowd. Sometimes it depends on the size of the event or the menu itself.

##### 2. Прочитайте. Раскройте суть текста:

Technology for serving tourist groups in a hotel:

- Mobile bookings are gaining popularity and are predicted to increase to 25% of online bookings by 2017. What is more interesting for hotel owners is that 40% of leisure travelers and 36% of business travelers book overnight accommodations in hotels using their mobile phones.

Hotels should take advantage of this growth to engage with the travelers, especially with the rise in Millennial travelers who are highly dependent on their smartphone. According to PhoCusWright, one in four hotel bookings comes from a mobile device and Millennials alone add up to 38% of these bookings.

- Tablets are growing in popularity among the new-age generation as seen in a recent survey that found that more than 1 billion people worldwide use tablets in 2015, representing nearly 15% of the global population and more than double the number three years ago. By 2018, the number of tablet users in the world will reach 1.43 billion. So, hotels should consider providing tablets to enhance the guest experience and use it for multiple marketing purposes.



## **2.2. Промежуточная аттестация**

### **2.2.1 Разно уровневые задачи к экзамену.**

1. A regular guest, a young woman, approaches the maid cleaning the floor. a woman asking to open her room, citing the fact that in her haste she forgot to take the key to the Reception. At the same time, the maid sees that in the woman's stroller there are two small children - twins, they are crying; the young mother calms them down, but at the same time she is very nervous, worried, and worried. The maid has known this family for a long time. They have been living in the hotel for a year and have paid for another six months in advance. The maid even knows their entire family by name. What should a maid do in this situation?

2. A woman, loaded with several heavy bags, stopped at the door of one of the rooms and asked a passing maid to open the door for her, citing the fact that the keys were at the bottom of one of the bags and it was very difficult for her to hold them. Explain what the maid should do in this situation?

3. The subject of a live discussion among the workers of the repair and construction group of the «Orange Hotel» became an act of compensation for material damage in the amount of 7,500 rubles, which was presented to the plumber I. M. Pavlov. The act indicated that during the administrative investigation the following circumstance was established: due to poor quality repair work carried out by I. M. Pavlov, in the bathroom of a residential room, a coupling ruptured and hot water leaked. Hot water flowed into the room from the bathroom for some time, and as a result of severe wetting, the carpet became unsuitable for further use. Explain the procedure for filing requests for troubleshooting in a hotel room and the responsibility of the contractor.

### **2.2.2 Вопросы к дифференцированному зачету**

#### **Вариант 1. Подготовьте письменный или устный ответ.**

1. Room maintenance and operation service, role and main functions.
2. Structure of the room maintenance and operation service.
3. Technologies and features of the work of hotel floor staff.
4. Consumption rates for cleaning agents and detergents.
5. Safety rules when working with detergents and cleaning products.
6. Laundry and dry cleaning services at the hotel.
7. Equipment for laundry and dry cleaning in the hotel.
8. Organization of the work of laundry and dry cleaning employees in the hotel.
9. Requirements for room maintenance and operation personnel.
10. In-house guest service standards.

11. Business communication. Ethics and etiquette.
12. Quality control of room cleaning.
13. Concept, calculation procedure and accounting for depreciation of fixed assets.
14. Basic provisions for accounting for materials. Evaluation of materials.
15. Service for VIP guests. Types of “compliments”.
16. Storage of valuable belongings of residents. Accounting and return of forgotten items.
17. Organization of the operation of luggage storage, safes in rooms and at the reception desk.
18. International marks for the care of fabrics made from various materials.
19. Corporate standards of work for hotel employees.
20. Quality of services of a hotel enterprise.
21. Quality control of service and provision of services.
22. Types of threats in a hotel. Theft, hostage taking, terrorism.
23. Protection of personal data. Hotel trade secret.
24. Remote access control system: types, operating procedure. Order ensuring secrecy.
25. Organization of access control to the hotel territory.
26. Video surveillance systems. Security alarm system.
27. Theft in a hotel. Rules for ensuring the safety of things and valuables staying at the hotel
28. Features of servicing VIP guests at the hotel.
29. Hotel security service, its role and functions.
30. Structure of the security service, main functions of personnel.

**Вариант 2. Подготовьте устный или письменный ответ.**

1. Structure of the room management service.
2. Room staff
3. Basic technological documents drawn up in the room service.
4. Standard of appearance for hotel employees.
5. Methodology for determining the number of personnel in the room maintenance and operation service.
6. First aid. Fire safety rules.
7. In-house guest service standards.
8. Business communication. Ethics and etiquette.
9. Problems of accounting and valuation of fixed assets and material assets of a hotel.
10. Documentation of receipt, write-off of fixed assets, issue of materials.
11. Inventory: essence, meaning, types, procedure, documentation.

12. Types of hotel premises.
13. Housekeeping: sequence, stages, quality control.
14. Cleaning of public and service areas of the hotel.
15. Cleaning materials, equipment, equipment.
16. Safety precautions when working with cleaning agents and detergents.
17. Products for personal use in hotels.
18. Storage of valuable belongings of residents.
19. Accounting and return of forgotten items.
20. Organization of the operation of luggage storage, safes in rooms and at the reception desk.
21. Service for VIP guests.
22. Loyalty programs. Types of “compliments”.
23. Information folder for guests.
24. Organization of hotel linen services. Requirements for linen.
25. Hotel linen standards. International marks for the care of fabrics made from various materials.
26. Organization of laundry and dry cleaning in the hotel.
27. The procedure for receiving and processing orders for washing and cleaning personal belongings of residents.
28. Security in accommodation facilities. Types of threats in a hotel.
29. Features of an “open” house.
30. Modern technologies, application of smart home technologies.
31. Защита персональных данных. Коммерческая тайна гостиницы.

**Вариант 3. Подготовьте устный или письменный ответ.**

1. Laundry department in a hotel.
2. Laundry in a hotel, its importance and significance in serving guests.
3. Professional laundry equipment.
4. Dry cleaning as an important additional hotel service.
5. Features of equipment of the dry cleaning workshop.
6. Organization and technology of service provision.
7. Standards for fulfilling a guest's order.
8. Accounting for inventory of equipment safety
9. Pros and cons of own laundry.
10. Filling out forms for the provision of services.
11. Filling out the form for ordering washing (cleaning).

12. Security in the hotel, types of security.
13. Hotel as a security facility.
14. Providing medical care.
15. Ensuring the safety of guests' property.
16. Storing the guest's valuables.
17. Luggage storage, safes and deposit boxes.
18. Documentation for the provision of services.
19. Accounting and return of forgotten items.
20. The procedure for issuing keys to employees.
21. Drawing up a safety memo in the hotel.
22. Develop rules for observing TB in a hotel room.
23. Filling out forms for storing personal belongings.
24. Filling out acts for compensation of damage and damage to personal belongings
25. VIP guest levels.
26. Organization of reception of VIP guests.
27. Organizing a meeting for VIP guests.
28. Service for VIP guests.
29. Types of "compliments"
30. VIP levels - comparative characteristics

### **3.Описание системы оценивания, шкала оценивания**

#### **3.1 Показатели и критерии оценивания для текущего контроля**

Опрос — это основной вид устной проверки, может использоваться как фронтальный (на вопросы преподавателя по сравнительно небольшому объему материала краткие ответы (как правило, с места) дают многие обучающиеся), так и индивидуальный (проверка знаний отдельных обучающихся). Комбинированный опрос - одновременный вызов для ответа сразу нескольких обучающихся, из которых один отвечает устно, один-два готовятся к ответу, выполняя на доске различные записи, а остальные выполняют за отдельными столами индивидуальные письменные или практические задания преподавателя.

#### Примерная шкала оценки устного опроса:

Критерии оценивания:

*Оценки «отлично»* заслуживает студент, если он свободно и правильно ответил на поставленный вопрос, знает основные термины и определения по теме, отвечает на дополнительные вопросы;

*Оценки «хорошо»* заслуживает студент, если он свободно и правильно ответил на поставленный вопрос, знает основные термины и определения по теме, затрудняется ответить на дополнительные вопросы;

*Оценки «удовлетворительно»* заслуживает студент, если он правильно ответил на поставленный вопрос, но при этом плохо ориентируется в основных терминах и определениях по теме, не может ответить на дополнительные вопросы;

*Оценка «неудовлетворительно»* ставится студенту, который неправильно ответил на вопрос или совсем не дал ответа.

Критерии оценки:

Ответ оценивается отметкой «5», если:

- работа выполнена полностью;
  - в логических рассуждениях и обосновании решения нет пробелов и ошибок;
  - в решении нет лексико-грамматических ошибок (возможны некоторые неточности, описки, которая не является следствием незнания или непонимания учебного материала).
- Студент имеет глубокое знание материала, умение свободно выполнять задания, понимающий взаимосвязь основных понятий темы;

Отметка «4» ставится в следующих случаях:

- работа выполнена успешно и полностью, но студент допустил незначительные ошибки: указал неточность фактов, лексико-грамматические ошибки, стилистические ошибки;
- допущены одна ошибка, или есть два – три недочёта в ответах, формулировках (если эти виды работ не являлись специальным объектом проверки).

Отметка «3» ставится, если:

- допущено не более пяти ошибок или более двух – трех недочетов в ответах, формулировках (если эти виды работ не являлись специальным объектом проверки), но обучающийся обладает обязательными умениями по проверяемой теме. основного материала в объеме, необходимом для дальнейшего изучения дисциплины. Справляющийся с выполнением заданий; допустивший погрешности в ответе, но обладающий необходимыми знаниями для их устранения под руководством преподавателя.

Отметка «2» ставится, если:

- допущены существенные ошибки, показавшие, что обучающийся не обладает обязательными умениями по данной теме в полной мере.

Преподаватель может повысить отметку за оригинальный ответ на вопрос или оригинальное решение задачи, которые свидетельствуют о высоком математическом развитии обучающегося; за решение более сложной задачи или ответ на более сложный вопрос, предложенные обучающемуся дополнительно после выполнения им каких-либо других заданий.

Примерная шкала оценки контрольной работы:

Отметка	Критерии оценки выполненного задания
5	Найден правильный ход решения, все его шаги выполнены верно и получен правильный ответ.
4	Приведено верное решение, но допущена вычислительная ошибка или описка, при этом может быть получен неверный ответ
3	Решение начато логически верно, но допущена ошибка, либо решение не доведено до конца, при этом ответ неверный или отсутствует.
2	Неверное решение, неверный ответ или отсутствие решения.

Критерии оценивания тестовых работ

Отметка	Критерии оценивания, в %
5	Правильное выполнение более 85% заданий
4	71-85% выполненных заданий
3	51-70% выполненных заданий
2	Правильное выполнение менее 51% заданий

### 3.2 Показатели и критерии оценивания для промежуточного контроля

Промежуточная аттестация проводится в виде дифференцированного зачета – Зачет с оценкой (ЗаО). Общая трудоёмкость дисциплины содержит 1, 27 зачетную единицу.

Промежуточная аттестация проводится письменно и устно. В форме письменного ответа она содержит 4 развернутые лексико-грамматические практические задачи по изученным темам. В форме устного опроса – 4 теоретические вопроса.

Критерии оценивания:

«Зачтено» / «Не зачтено»	Критерии оценки письменного/ устного ответа
«Зачтено»	Студент показывает полные или достаточные знания основного учебно-программного материала в объеме, необходимом для дальнейшей учебы и профессиональной

	<p>деятельности; справляется с выполнением заданий, предусмотренных программой, понимает взаимосвязь основных понятий дисциплины в их значении для самовоспитания, идентификации, активного участия в профессиональном обучении. Знаком с основной литературой, рекомендованной программой.</p>
<p><b>«Не зачтено»</b></p>	<p>Студент показывает существенные пробелы в знании основного учебно-программного материала; не справляется с выполнением заданий, предусмотренных программой; слабо знаком или не знаком с основной литературой, рекомендованной программой; допустил серьезные погрешности в ответах. Нуждается в повторении основных разделов курса под руководством преподавателя.</p>