

Модульна контрольна робота
з теми: “Hotel and Restaurant Business”
для студентів 3 курсу навчання
спеціальності: Готельно-ресторанна справа
Variant1

I. Match words with definitions:

1. Double room	a) Benefits or incentives provided to customers as a result of their loyalty, such as points, discounts, or special privileges
2. Check-in	b) A promotional deal or package provided by a business, typically for a limited time or in specific circumstances, offering reduced prices, additional services, or other incentives.
3. Special offer	c) Refers to the state of something being accessible, ready, or obtainable.
4. Discounts	d) A voucher or document that entitles the holder to a discount or special offer
5. Rewards	e) The act of registering or signing up for a program, membership, or service, usually involving providing personal information and agreeing to certain terms and conditions
6. Availability	f) A hotel room designed to accommodate two people, typically equipped with a double bed or two separate beds
7. Coupon	g) A term commonly used in the hospitality industry to describe a room or location within a property that provides a view of a garden or landscaped outdoor area
8. Garden view	h) The state of being occupied or the number of occupied units, such as hotel rooms, in relation to the total number of available units.
9. Enroll	i) The process of registering as a guest at a hotel or similar establishment, where personal information is provided and keys or access cards are issued
10. Occupancy	j) Reductions in price or cost offered by a business, usually as an incentive or promotion, allowing customers to purchase goods or services at a lower rate

II. Complete the text with the missing words from the box:

analyze	industry	strategies	staff	preferences	accordingly	dishes
		atmosphere	factors	ingredients		

“Key Factors for Running a Successful Restaurant Business”

Running a successful restaurant business requires careful planning and attention to various 1. _____. Here are some key considerations to keep in mind:

Concept and target audience: Define your restaurant's concept and identify your target audience to tailor your offerings and ambiance 2. _____.

Menu planning: Create a well-balanced menu that reflects your concept, includes popular 3. _____, accommodates dietary restrictions, and offers options at different price points.

Quality ingredients and suppliers: Source fresh, high-quality 4. _____ and establish relationships with reliable suppliers to ensure consistency and customer satisfaction.

Efficient operations: Streamline your operations by optimizing workflows, training 5. _____ effectively, and implementing systems for inventory management, reservations, and customer service.

Customer experience: Focus on providing exceptional customer service, creating a welcoming 6. _____, and paying attention to details that enhance the overall dining experience.

Marketing and branding: Develop a strong brand identity, utilize effective marketing 7. _____, and leverage digital platforms to reach and engage with your target audience.

Financial management: Monitor expenses, maintain accurate financial records, and regularly 8. _____ your profitability to make informed decisions and ensure long-term sustainability.

Adaptability and innovation: Stay updated with industry trends, adapt to changing customer 9. _____, and continuously innovate to stay competitive in the dynamic restaurant 10. _____.

III. Put the letters in the correct order to make a dialogue:

- A. Customer: Yes, we'll have a bottle of your house red wine, please.
- B. Staff: Excellent. I'm glad you like it. Your server will be with you shortly to take your order. In the meantime, can I offer you any drinks to start your evening?
- C. Customer: Good evening! I have a reservation under the name Smith for 7:30 p.m.
- D. Staff: Wonderful! We have prepared a table specifically for you. Right this way, please. Here is your table. Is this seating arrangement suitable for you?
- E. Staff: Perfect. Enjoy your meal and the ambiance of our restaurant, Mr. Smith. If you need anything during your dining experience, don't hesitate to ask. Our staff is here to ensure you have a memorable evening.
- F. Staff: Good evening, Mr. Smith! Thank you for choosing our restaurant. We appreciate your reservation. Let me check our system. Ah, yes, here it is. You're all set! Just to confirm, it's a reservation for a party of two, correct?
- G. Customer: Thank you very much for your hospitality. We're looking forward to a delightful dining experience.
- H. Staff: Certainly! Our house red wine is an excellent choice. I'll get that for you right away. Is there anything else I can assist you with at the moment?
- I. Customer: Yes, that's correct.
- J. Customer: Yes, this looks great. Thank you.
- K. Customer: No, thank you. We're all set for now.

IV. Read the text and mark sentences as True or False:

Restaurants in France

France is renowned worldwide for its rich culinary heritage and the exceptional dining experiences it offers. From cozy bistros to Michelin-starred establishments, there is something for every taste and budget. Here are some interesting facts about restaurants in France:

- ✓ **Fast Food vs. Home-Cooked Meals:** Compare and contrast the benefits and drawbacks of eating fast food versus preparing meals at home. Share your opinion on which option you believe is healthier, more convenient, and offers better value for money.

- ✓ **The Impact of Restaurant Dining on Social Interactions:** Discuss the role of restaurants in facilitating social interactions and connections among individuals. Share your opinion on how dining out in restaurants contributes to building relationships, creating memorable experiences, and fostering a sense of community.

- ✓ **The Evolution of Dining Trends:** Explore the changing dining trends and preferences of consumers over time. Share your opinion on the factors influencing these shifts, such as the rise of food delivery services, the popularity of food tourism, or the demand for unique dining experiences.

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Variant 2**

I. Match words with definitions:

1. Respond	a) A high-end or luxurious type of accommodation in a hotel or establishment, typically larger in size
2. Special request	b) A card or document issued to individuals who have enrolled in a membership or loyalty program
3. Adjacent room	c) To reply or react to something, typically in the form of answering a question, addressing a request, or providing feedback
4. Check-out	d) To supply, furnish, or make available something that is requested, needed, or desired by someone,
5. Membership card	e) another business or organization with which a hotel or establishment has a cooperative relationship
6. Complimentary stay	f) Refers to two rooms that are located next to each other, typically with a connecting door or in close proximity, allowing easy access between them
7. Partner	g) The process of settling a bill and officially leaving a hotel or establishment after a stay, involving returning keys or access cards and settling any outstanding charges or fees
8. Deluxe suite	h) Refers to a room or location within a property that offers a scenic view of the ocean or sea
9. To provide	i) A specific requirement or preference made by a guest or customer that goes beyond standard offerings or services
10. Ocean view	j) Refers to a free or no-cost accommodation provided by a hotel or establishment, usually as a gesture of goodwill, for promotional purposes, or as a reward for loyalty

II. Complete the text with the missing words from the box:

please	punctuality	book	feedback	friendly	mouth	bill	levels	etiquette	presentable
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"Restaurant Etiquette: Tips for a Pleasant Dining Experience"

Proper restaurant 1. _____ is essential for a pleasant dining experience. Here are some key tips to keep in mind:

Dress appropriately: Wear clean and 2. _____ attire that matches the restaurant's ambiance.

Make a reservation if possible: 3. _____ in advance to avoid wait times and help the restaurant manage seating arrangements.

Arrive on time: 4. _____ shows respect for the restaurant's schedule and ensures a smooth dining experience.

Greet the staff warmly: Acknowledge the host or hostess with a 5. _____ greeting upon arrival.

Follow table manners: Use utensils properly, chew with your 6. _____ closed, and be mindful of your volume.

Use polite language and tone: Engage with staff and fellow diners respectfully, using "7. _____" and "thank you."

Be considerate of others: Respect other diners' space, avoid disrupting conversations, and keep noise 8. _____ reasonable.

Show appreciation for good service: Thank your server and leave a tip to recognize their efforts.

Pay the bill promptly: Request the 9. _____ when you're finished and settle payment in a timely manner.

Provide 10. _____ when necessary: Offer constructive feedback to help the restaurant improve its service.

III. Put the letters in the correct order to make a dialogue:

- A. Staff: Perfect. Enjoy your meal and the ambiance of our restaurant, Mr. Johnson. If you need anything during your dining experience, don't hesitate to ask. Our staff is here to ensure you have a memorable evening.
- B. Customer: Yes, this looks great. Thank you.
- C. Customer: Good evening! I have a reservation under the name Johnson for 7:30 p.m.
- D. Staff: Excellent. I'm glad you like it. Your server will be with you shortly to take your order. In the meantime, can I offer you any drinks to start your evening?
- E. Staff: Good evening, Mr. Johnson! Thank you for choosing our restaurant. We appreciate your reservation. Let me check our system. Ah, yes, here it is. You're all set! Just to confirm, it's a reservation for a party of two, correct?
- F. Customer: Thank you very much for your hospitality. We're looking forward to a delightful dining experience.
- G. Staff: Certainly! Our house red wine is an excellent choice. I'll get that for you right away. Is there anything else I can assist you with at the moment?
- H. Customer: No, thank you. We're all set for now.
- I. Staff: Wonderful! We have prepared a table specifically for you. Right this way, please. Here is your table. Is this seating arrangement suitable for you?
- J. Customer: Yes, that's correct.
- K. Customer: Yes, we'll have a bottle of your house red wine, please.

IV. Read the text and mark sentences as True or False:

Restaurants in Italy

Italy is a culinary paradise known for its exquisite cuisine and passion for food. Italian restaurants offer a delightful range of flavors, from traditional trattorias to upscale fine dining establishments. Here are some interesting facts about restaurants in Italy:

Italy boasts over 200,000 restaurants, showcasing the country's diverse regional cuisines and culinary traditions.

Italian mealtimes are relaxed affairs, with lunch and dinner being the main events of the day. Italians take their time to savor and enjoy their meals.

Italian cuisine is characterized by its use of fresh, seasonal ingredients, simple yet flavorful preparations, and a focus on quality over complexity.

Italian menus typically consist of several courses. The meal often starts with antipasti (appetizers), followed by a primo (first course) of pasta, risotto, or soup, a secondo (main course) of meat or fish, and finally dolci (desserts).

Italy is famous for its pizza, and pizzerias are abundant throughout the country. Traditional Neapolitan pizza, with its thin crust and simple toppings, is a favorite among locals and visitors alike.

Italian restaurants take pride in their extensive wine lists, showcasing Italy's diverse and esteemed wine regions. Wine is considered an essential accompaniment to a meal.

In Italy, service charges are often included in the bill, indicated as "servizio incluso." However, it is customary to leave a small additional tip, known as a "coperto," as a gesture of appreciation.

Italy is home to numerous family-run trattorias, offering a warm and welcoming atmosphere where locals gather to enjoy authentic, home-cooked meals.

The Slow Food movement, promoting local, sustainable, and traditional food practices, originated in Italy and has had a significant influence on Italian restaurants' culinary philosophy.

Each region in Italy has its own culinary specialties, showcasing the country's diverse gastronomic heritage. From risotto in Lombardy to fresh seafood in Sicily, exploring regional dishes is a culinary adventure.

1. Italy has over 100,000 restaurants. (False)
2. Italians rush through their meals, considering them quick affairs. (False)
3. Italian cuisine relies heavily on complex and intricate preparations. (False)
4. Italian menus typically consist of only two courses. (False)
5. Pizza is a popular dish in Italy. (True)
6. Italian restaurants do not pay attention to their wine selections. (False)
7. Additional tipping is not customary in Italian restaurants. (False)
8. Trattorias in Italy are typically chain restaurants. (False)
9. The Slow Food movement originated in Italy. (True)
10. Each region in Italy has its own culinary specialties. (True)

V. Choose the correct word or phrase that best completes each sentence.

1. The person responsible for taking orders and serving food to customers in a restaurant is called a _____.

- | | |
|---------|--------------------|
| a) chef | c) waiter/waitress |
| b) host | d) manager |

2. When you request a specific table or seating area in a restaurant, you are making a _____.

- | | |
|----------------|-------------------|
| a) reservation | c) suggestion |
| b) complaint | d) recommendation |

3. A _____ is a small dish served before the main meal to stimulate the appetite.

- | | |
|------------|--------------|
| a) dessert | b) appetizer |
|------------|--------------|

c) side dish

d) beverage

4. The area where food is prepared in a restaurant is known as the _____.

a) pantry

c) dining room

b) kitchen

d) storage

5. When a customer has finished their meal and is ready to leave, they ask for the _____.

a) bill/check

c) reservation

b) discount

d) menu

6. A _____ is a dish that is specially prepared and offered at a reduced price for a limited time in a restaurant.

a) specialty

c) discount

b) reservation

d) promotion

7. The person who welcomes and seats customers when they enter a restaurant is known as the _____.

a) chef

c) host/hostess

b) manager

d) waiter/waitress

8. A _____ is a type of restaurant that offers a wide variety of different dishes and cuisines.

a) bistro

c) buffet

b) cafe

d) bakery

9. The term _____ refers to the amount of money added to the bill as a gesture of gratitude for good service.

a) reservation

c) coupon

b) tip

d) review

10. A _____ is a private room in a restaurant where small groups can have their meal in seclusion.

a) bar

c) booth

b) lounge

d) private dining room

VI. Choose one topic and write an opinion essay (10-15 sentences):

- ✓ Fast Food vs. Home-Cooked Meals: Compare and contrast the benefits and drawbacks of eating fast food versus preparing meals at home. Share your opinion on which option you believe is healthier, more convenient, and offers better value for money.
- ✓ The Impact of Restaurant Dining on Social Interactions: Discuss the role of restaurants in facilitating social interactions and connections among individuals. Share your opinion on how dining out in restaurants contributes to building relationships, creating memorable experiences, and fostering a sense of community.

- ✓ The Evolution of Dining Trends: Explore the changing dining trends and preferences of consumers over time. Share your opinion on the factors influencing these shifts, such as the rise of food delivery services, the popularity of food tourism, or the demand for unique dining experiences.