

Питання до заліку.

Граматичні питання:

- 1) Modal verbs.
- 2) Obligation, necessity, advice, criticism.
- 3) Must.
- 4) Have to.
- 5) Need, need to.
- 6) Ability and permission
- 7) Can, could, be able to.
- 8) Be allowed to, may.
- 9) Certainty, probability and possibility.
- 10) Other uses of modal verbs:
 - making requests,
 - asking for advice,
 - making offers and suggestions.
- 11) Direct speech/ Reported speech.
- 12) Reported speech: tense and modal changes.
- 13) Pronoun and determiner changes.
- 14) Reported speech: time and place changes.
- 15) Reported questions.

Лексичні теми:

- 1) Serving drinks.
- 2) Drinks and wine list.
- 3) Cocktails and liqueurs.
- 4) Take customer's orders.
- 5) Explain what's in dishes.
- 6) Talk about cheeses and coffee.
- 7) Talk about and compare visitor attractions.
- 8) Advise guests on what to do.
- 9) Travel options.
- 10) Local transport and tickets.
- 11) Give directions to areas in the hotel.
- 12) Give directions to places outside the hotel.
- 13) Deal with customer needs.
- 14) Talk about customer care and customer services.
- 15) Accept and apologize for complaints.
- 16) Promise action to help customer.
- 17) Mistakes and problems.
- 18) Check details.
- 19) Offer compensation.
- 20) Giving advice and assistance.
- 21) Assist with problems and emergencies.
- 22) Talk about first-aid procedures.

23)Telephone communication.

24)Focus on customer care.