

Демонстрация профессионального задания  
«Аудирование текста профессиональной направленности»

Задание: Внимательно прослушайте аудиотексты (диалоги) на английском языке и отметить верные (True) и неверные (False) утверждения по содержанию аудиотекста.

LISTENING

Listen to five conversations about complaints and decide if these statements are true (T) or false (F).

Conversation 1

- |  |     |
|--|-----|
| 1. Susan is calling to make enquiries about accommodation. | T/F |
| 2. She is ready to make the reservation.                   | T/F |

Conversation 2

- |  |     |
|--|-----|
| 3. The hotel provides a lot of facilities for sporty people. | T/F |
| 4. The cost of the rooms varies from \$85 to \$185.          | T/F |

Conversation 3

- |  |     |
|--|-----|
| 5. The visitor is planning to have a super vacation in the sea.      | T/F |
| 6. The customer needs more time to make the decision on the holiday. | T/F |

Conversation 4

- |   |     |
|---|-----|
| 7. The lady would like to go sightseeing during the city break. | T/F |
| 8. The client is willing to go to the circus in Newtown.        | T/F |

Conversation 5

- |   |     |
|---|-----|
| 9. The marketing manager is calling the Sandy Beach Hotel to reserve conference facilities. | T/F |
| 10. Six hundred people are expected to participate in the event.                            | T/F |

Audio scripts

1. The caller phones the travel agency to get information about accommodation for their traveling to Barbados.

Officer: Barbados Travel Agency. Susan speaking. How may I help you?

Caller: Good morning. I'm going on a holiday to Barbados in the summer and hope to spend some time in the seaside resort. Could you give me some information about accommodation?

Officer: Certainly. If you want to stay in a hotel, you'll need to make a reservation pretty soon. Have you got any definite date?

Caller: Well. We're arriving in Barbados on 14th June. We'll probably stay for about a week.

Officer: I see. Would you like to stay in a hotel or a bungalow?

Caller: A Hotel. Definitely, we don't need anything too luxurious – just a private bathroom if possible.

Officer: How many persons in the party?

Caller: Just two.

Officer: Well. There are three hotels. The Amira is quite expensive...around \$150 per night. The two others are about the same price - approximately \$75 per night.

The Riviera Lodge is very popular. Or there's the Pura Sandy which is very pretty. So you'll need to make a reservation very soon. Caller: I see. Could you possibly send me the details?

Officer: Of course, I will. Could you give me your name and address?

Caller: Yes. It's Joanna Smith. [jm\\_smith15@yahoo.uk](mailto:jm_smith15@yahoo.uk)

Office: OK. Ms. Smiths. Is there anything else?

Caller: No. I think that's all – thank you very much for your help.

Officer: You're welcome.

## 2. Asking for hotel's facilities

Reception: Good morning, Cabana hotel. May I help you?

Caller: Good morning. I would like to reserve a room but can you tell me a little about the hotel?

Reception: I'd be glad to, sir. Our hotel is a resort and spa hotel right beside the beach of Samui island. There are Thai and European restaurants, a coffee shop and bars. We have a sauna, a fitness centre, a swimming pool and water sport facilities.

We also have scuba diving facilities for the guests as well as the private boat for the diving trip. What else should I tell you... the price of a standard room is \$ 85 per night, a deluxe is \$ 125 and a suite is \$ 185  
Caller: How can I get to the hotel?

Reception: We provide the delivery from Suratthani to the hotel.

Caller: That sounds interesting. I will think about it and call you back.

Reception: Thank you for calling, sir. You can visit our website at [www.cabana.com](http://www.cabana.com). You can also make a reservation through it, sir.

3.

A: Good morning. Welcome to Supervacation Travel Agency. Can I help you?

B: Yes, I hope so. I'm interested in a short holiday soon. I'd like some information.

A: Yes, certainly. What sort of holiday interests you?

B: Somewhere with some sunshine.

A: What about a luxury cruise?

B: What exactly happens on a luxury cruise?

A: Well, a cruise is a holiday on a ship. The ship itself is very luxurious; it's like staying in a luxury hotel. The ship sails to various places. Passengers get off and see the sights

B: I'm not sure. What other holidays can you suggest?

A: Here's a Supervacation brochure. It gives information about lots of holidays. See what suits you best. Then we'll fix it.

B: Thanks for the information. I expect I'll see you soon

4.

Tourist: Oh, it's so hot! Phew!... Could you give me some information about the city? We've got a day's stopover for sightseeing

Lucy Tan: Certainly, madam. This leaflet will give you plenty of ideas on what to see. It includes directions to all the main attractions

Tourist: Him. What would you recommend?

Lucy Tan: If you're here for a day only, you ought to visit Chinatown – that's the old part of the city. Then in the afternoon you could always take a bus tour or walk round the Botanical Gardens. And you should try to visit Raffles Hotel.

Tourist: That sounds like a busy day! What about the place to eat?

Lucy Tan: Well, Singapore is full of restaurants, or you could eat at Newton Circus. That's an open-air food centre with stalls selling lots of different types of food.

Tourist: Mm. You're making me hungry!

Lucy Tan: Ok. Let me mark those places on this map. I suggest you travel by taxi. They're quite cheap, and of course they're air-conditioned.

## 5. Telephone in hotels. Conference and Banquet

Operator: Sandy Beach Hotel. June speaking. How can I help you?

Caller: Good morning. I would like to speak to someone in connection with conference facilities.

Operator: Certainly. I will connect you to Mr. David, our marketing manager. Just a moment, please.

David: David Bolton speaking. How may I help you?

Caller: Yes, good morning. I am Mike Gate from Grapevine Company. I am calling to get some information about conference facilities.

David: Well, first of all, could you please tell me a little bit about what you are looking for?

Caller: Yes, we would like to arrange a conference for our clients. It is an annual sales conference. We would like a conference room and accommodation for 100 people. The conference room might need a space for a products' demonstration and an exhibition. We also need multimedia equipment for computer presentations. David: We have got all the things you need here, the conference room for 100 participants, full range of facilities for presentations. We can manage the space for your activities. And we have

accommodation which can serve up to 600 people. I just need to know about the time of your event as we are fully booked until September.

Caller: The conference is going to be held on December 12th to 14th.

David: I have to check as December is the busiest month of the year. But I think it is still possible since you have called early. I don't want to waste your time waiting. Could I send you the details directly to your office?

Caller: Very good. What else I need to know is the location of the hotel, the room rate for the group of 100 people, the cost of meals, and the cost of banquet service. I would also like to get some information about the tourist attractions and sport activities around there. By the way, would you please send the details first thing in the morning? I need them as soon as possible. So we could discuss everything at our business meeting this week.

David: Of course, sir. And thank you for calling us.

Caller: Good bye.

**1. Listen to the conversation and decide if these statements are true (T) or false (F).**

- a) He had a reservation.(T)
- b) Mr.White did not reserve a room.

**2. Listen to the conversation and write the words you hear in the correct:**

**Guest:** Hi. My <sup>(1)</sup>  is Jane. How can I help you?

**Hotel Clerk:** Okay. That's a room for five, and <sup>(2)</sup>  . .

**3. Listen to the conversation and answer the questions.**

**1. What is the first problem with the man's reservation?**

- ☐ A. The hotel confused him with another guest.
- ☒ B. Rooms are overbooked for that evening.
- ☐ C. There are no more rooms available for five people.
- ☐ D. The price for the room is more than he expected.

**4. Mixed-up Sentence Exercise. Put the words in the correct order to make a sentence.**

1. We/give/will/a/discount/you.-We will give you a discount.

**5. Complete the sentences with some or any.**

1) Would you like .....some.....wine with your meal.

