



Всероссийская олимпиада профессионального мастерства обучающихся в учреждениях  
среднего профессионального образования по специальности 100105 «Гостиничный сервис»  
4-6 июня 2013 г.

## КОНКУРСНОЕ ЗАДАНИЕ ПРАКТИЧЕСКОГО ЭТАПА

### Вариант 2

***Situation:***  
***You work as a reservation manager for the Miramar Hotel.***

***Task 1: Listen to the message from someone making a hotel booking. Complete the form below. You will hear the information twice. First look at the form. Ready?***

1.	Customer's name	
2.	Telephone number	
3.	Number of rooms	
4.	Arrival date	
5.	Arrival time	
6.	Evening meals/breakfast required (yes/no)	
7.	Conference room required ( yes/no)	
8.	Number of seats	
9.	Conference begins at (time)	
10.	Departure date	

(20 points)

***Task : Read the e-mail below.***

From: <denis@gmail.com>  
To: <Miramar.hotel.reservation.com>  
Subject: Room reservation

Dear Sir or Madam,

Would you mind reserving a nonsmoking room for me and my wife? We will be staying for two nights. We will arrive on May the 6<sup>th</sup> at 4 o'clock in the afternoon. We require a semi-suite with sea view.

I look forward to receiving a letter confirming my reservation.

Thank you

Denis O'Neil

*Write an e-mail to confirm the reservation.*

From: \_\_\_\_\_

To: \_\_\_\_\_

Subject: \_\_\_\_\_

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Dear \_\_\_\_\_,

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sincerely,

Reservation Manager

*10 points*

***Total: 30 points***