Вопросы к экзамену по английскому языку для групп МГ-141, МГ-145, МГ-146, МГ-147, ГД-34

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1. The executive staff of the hotel. (top managers, heads of the departments, their education, their main duties).

2. The ways to find a job (searching for a job). Name reasons why people look for a new job.

3. Career on the hotel business. The classification of jobs in the hotel. Examples of skilled, semiskilled, unskilled work.

4. Special services and facilities. Give the definition of “convention”. Profitability of convention business.

5. Speak about the duties of the Front Office manager. The image of an ideal manager.

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7. Business correspondence, its main features. Types of business letters.

8. Main functions and role of hotel management

9. The art of business communication.

 10. Three main steps in applying for a job. The example of your CV and letter of application.

11. Hotel and motel chains. The advantages of hotel and motel chains (resources on advertising, standardization of equipment etc.).

12. Hotel departments and their functions.

13. Hotel business in Russia. The leading hotels of Moscow and St. Petersburg.

14. Business correspondence, its main features.

15. Hotel business in Russia. Moscow – the city of hospitality. The hotels, which are the members of famous hotel chains.

16. Business communication. Business ethics. The rules of etiquette in business relations.

17. Hotel business in Russia. The program of hotel construction in Moscow. The construction of youth hostels in the capital.

18. Format of business letters.

19. Applying for a job. Preparing for an interview.

20. How to deal with guests’ complaints.

21. How to handle VIP and VVIP guests.

22. How to deal with bomb threat and fire alarm.