

ПОСЛОВНИ ЕНГЛЕСКИ ЈЕЗИК 1

питања за усмени део испита

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1. What is the difference between *a hotel* and *a hostel*?
2. List the basic types of *seating arrangements*
3. List the basic types of *lodging facilities*
4. Describe the basic responsibilities of *the receptionist*
5. Describe the basic responsibilities of *the concierge*
6. Enumerate the basic *business facilities*
7. What is meant by the term *Front-of-the-House*?
8. Enumerate the basic *in-room facilities*
9. Say the different *options of staying/eating* at a hotel
10. What is meant by the term *Back-of-the-House*?
11. List the basic *room types*
12. The basic features of *airport hotels*
13. The basic features of *resort hotels*
14. *The chef, the cook and the maître d'hotel*– state the main tasks/responsibilities
15. Describe the basic responsibilities of *the reservations agent*
16. Enumerate the basic *sports facilities*
17. List the basic *dining facilities*
18. What is meant by *guest history record*?
19. *Uniformed Service Department*– the main responsibilities
20. The basic features of *commercial hotels*
21. Explain the difference between *a hotel* and *a motel*
22. List the basic *facilities for families and children*
23. Explain the difference between *adjacent rooms, adjoining rooms and connectingrooms*
24. *Airport pick-up service*
25. The basic features of *B&B hotels* and *inns*
26. Explain the term *roomallocation/assignment*

27. *Check-in/registration procedure*
28. The job of *achambermaid*– list the basic tasks/responsibilities
29. What does the term *hospitality industry* include?
30. List the basic *entertainment and recreational facilities*
31. What is the difference between the following money-related terms: *price, charge, cost* and *rate*?
32. The job of a *hotel manager*– say the basic responsibilities
33. Enumerate the basic *conference facilities*
34. Say what is meant by the following terms: *an executive suite* and *a penthouse*
35. List the basic *types of accommodation*
36. What is meant by the terms *room vacancy* and *room rate*?
37. What are *en suite facilities*?
38. The basic characteristics of *spahotels* and *fitnesscentres*
39. What are the key facilities that a *five-star hotel* should contain?
40. The jobs of a *plumber, an electrician* and a *carpenter*– the basic tasks
41. *Food and Beverage Division*– list the basic responsibilities and the basic jobs/positions
42. List the *general hotel facilities*
43. What is meant by the term *hotelamenities*?
44. The job of a *reservations agent*– say the main tasks/responsibilities
45. Say the different *ways of booking a hotel/room*
46. The basic furniture in a living room
47. The basic furniture in a bedroom
48. What is meant by the term *account settlement*? List the duties of a *cahier*
49. Explain the meaning of the following facilities/services: *a TV lounge, a cocktail lounge, a games room* and *laundry service*
50. *Uniformed Service Department*– the basic jobs