

Конспект урока (СПО)

Предмет: МДК03.02 Иностранный язык в сфере профессиональной коммуникации для службы обслуживания и эксплуатации номерного фонда

Группа: 2ГД2/20 (Гостиничное дело 2 курс)

Длительность пары: 90 минут

Дата: 17.02.2021 г.

Тема: «Информирование об основных услугах гостиницы: предоставление услуг прачечной и химчистки».

Тип урока: комбинированный – совершенствование языковых компетенций в чтении, аудировании и говорении с использованием электронно-образовательных ресурсов (продолжение темы)

Цели урока:

Практические: совершенствование лексических и грамматических навыков говорения в устной диалогической речи, активизация лексики по речевому этикету, развитие умений решения коммуникативной задачи.

Развивающие: содействие установлению прочных связей между накопленным и новым опытом познавательной и практической деятельности – перенос знаний и умений в новые ситуации.

Воспитательные: активизация познавательной инициативы и формирование профессиональной компетентности, воспитание интереса и положительного отношения к своей профессии.

Образовательные: расширение лингвистического и общего кругозора, развитие способности анализировать, выделять главное. совершенствование навыков поисковой работы.

Планируемые образовательные результаты:

- **предметные:** формирование и совершенствование иноязычной коммуникативной компетенции; расширение и систематизация знаний по теме, расширение лексического запаса;
- **метапредметные:** умение самостоятельно определять цель своего обучения, ставить и формулировать для себя задачи; умение организовать учебное сотрудничество и совместную деятельность с учителем и сверстниками; работать индивидуально, в парах и в группе;

- Материальное оснащение урока:* доска, компьютер, проектор, телевизор, раздаточный материал (карточки включены в план – конспект урока).

(3 min)

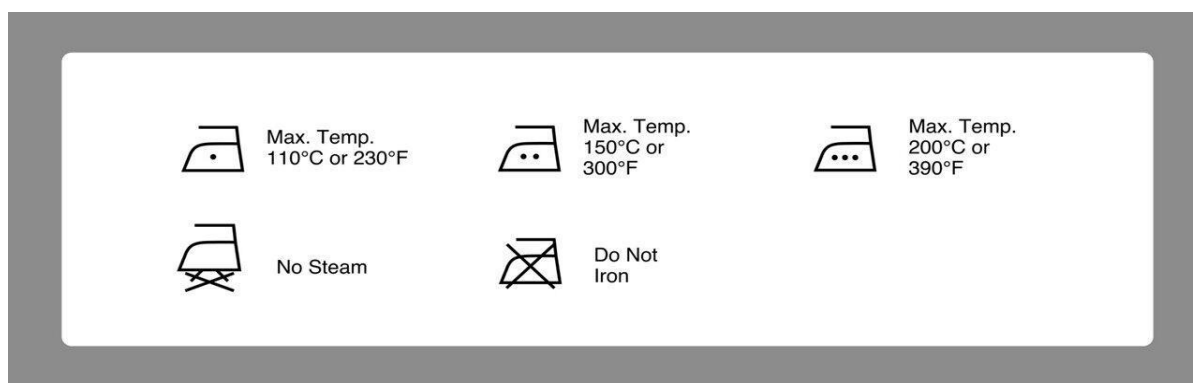
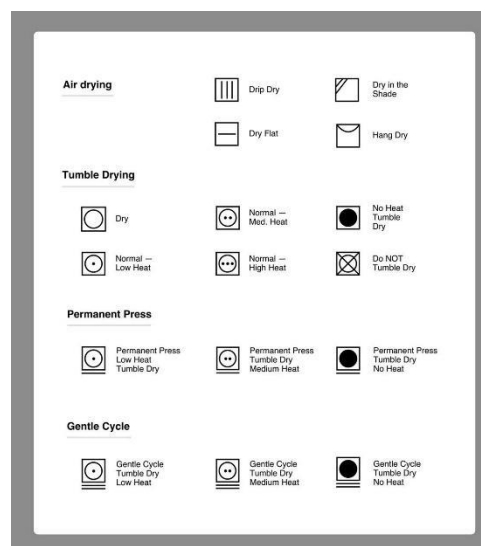
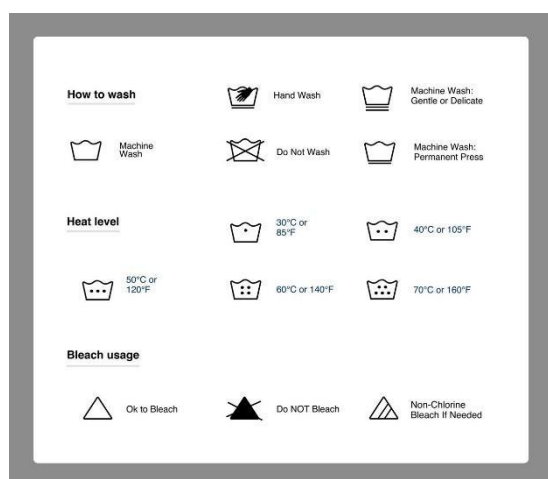
Teacher: Good morning, dear students and guests. I am glad to see you. How are you today?
How is your mood? Who is absent today?

II. Writing. Now, I will give you decoding of textile labels. You should write decoding to every clothes. You work individually. (15 min)

Письмо. Задание на повторение и закрепление: написать, как правильно постирать вещи, лейблы которых на картинке (картинка выведена на доску, также выдана как раздаточный материал).

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III. Mingle activity. Now, I will divide you into 2 groups. There are cards with different colors. You should choose one. Task: You have paper with problem situations. You should find a solution to them. There are stickers with solutions all over the classroom. (15 min)

Разделение студентов на группы с помощью карточек разных цветов. Задание: у каждой группы лежит листок с проблемными ситуациями, решение же этих ситуаций написано на стикерах, стикеры расклеены по всему кабинету.

IV. Speaking activity. You should draw out a card with a problem and try to solve it.
(25 min)

Говорение. Студент вытягивает карточку с проблемной ситуацией и предлагает решение.

You are a supervisor; you should solve these problems.

1. The guest handed a sweater and jeans to the laundry room, but was forced to leave earlier.
2. The guest complained that things after washing look the same as before.
3. The guest refuses to pay for dry cleaning because he was not satisfied with the result.
4. The guest was brought the wrong laundry items.
5. The guest was brought a dress with laundry, but it sat in 2 sizes.
6. The laundry staff lost guest' clothes during the execution of the order.
7. The guest left a ring in jeans, but the clothes had already been sent to the laundry.
8. The guest was brought linen after the laundry, the linen was painted.
9. The guest's shirt was burned during ironing.
10. Crumpled clothes was brought to guest after dry cleaning.
11. In the order form for dry cleaning, the name of the clothes was confused and, accordingly, the price is incorrect.

V. Listening. And now I'd like to introduce the text " Laundry / Dry Cleaning ". Listen and compose 3 questions. You work individually.

After listening you should ask each other these questions.

(15 min). You work in groups.

Аудирование. Студент слушает текст «Прачечная и химчистка», составляет 3 вопроса по тексту. Затем студенты задают вопросы друг другу на понимание содержания текста.

" Laundry / Dry Cleaning ".

During their stay at the hotel, guests can use the laundry service, iron and clean their things,

and make minor repairs to clothes. These services are provided by dry cleaning staff.

Most often guest orders in hotels are handled by: hotel department supervisors, linen employees, or Valet-Service department staff.

Each hotel room is equipped with several packages (bags) for laundry (Laundry Bag) and order forms for laundry-dry cleaning (Laundry Form).

In the order form for laundry services, guests are requested to put their laundry in the laundry bag ("Please put your laundry into the laundry bag"). Guests are also politely asked to remember to hang a special "Laundry / Dry Cleaning" sign on the outside of their room after filling out the order form. Such plates help to collect quickly customer things and transfer them to the laundry, dry cleaning for processing.

In hotels where the work with guest orders for laundry and dry cleaning is assigned to the personnel of the hotel department (floor staff), guests are usually informed that the maid or senior maid will pick up the things they cooked from the room.

In those hotels where linen staff of the laundry dry service are responsible for transporting guest orders to the laundry and dry cleaning services, guests are most often asked to call the specified phone to hand over their things.

If customers find things in their room for washing, dry cleaning or ironing, the supervisor must follow a number of formalities. Firstly, check if the laundry bag contains a completed and signed guest order form for dry cleaning services. Secondly, it is imperative to verify the conformity of the names of things included in the order form (price list) and their quantity with the actual contents of the package.

The supervisor checks the contents of the package (bag) for the laundry and the accuracy of filling out the order form. If everything is good, put his signature on the form and indicate the room number, client's last name, date on the laundry bag. This data is very important in the work.

It is the duty of the laundry and dry cleaning staff to understand the variety of product care symbols.

After the service is provided, it is necessary to deposit the amount of the laundry and dry-cleaning order into the guest's account. The total amount on the dry laundry order form is the

basis for inclusion in the guest's general account. Each time after the order is completed, three copies of the order form are transferred to the reception and placement service for subsequent settlement with the guest. After calculation, one copy is handed to the guest, the second will be transferred to the accounting department for control, the third copy will again be returned to the economic support service for its own reporting.

VI. Complete the dialogues on this theme, work in pairs. (15 min)

Работа в парах: составить диалог по теме «прачечная и химчистка».

VII. Homework: to come up with extraordinary situation, to repeat all lexical material. (2 min)

Домашнее задание: придумать экстраординарную ситуацию, повторить весь лексический материал по теме «Прачечная и химчистка»