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**How to improve students'
reading, speaking, listening and writing skills.**

SAMARKAND – 2020

Mazkur uslubiy qo'llanma institutning barcha yunalishdagi 3-4 kursda o'qiyotgan talabalar uchun mo'ljallangan bo'lib, ushbu uslubiy qo'llanmaning asosiy vazifasi ingliz tilida bir necha sohalar gapirish, o'qish, tinglash va yozish kabi mahoratlarini o'z ichiga oladi. Ingliz tilidan amaliy mashg'ulotlarda foydalanish uchun uslubiy qo'llanma.

Tuzuvchi: N.P.Imamov

Ma'sul muharrir: "Tillarni o'qitish" kafedrası dotsenti L.Yu.Xusainova

Taqrizchi: SamDCHTI f.f.n. A.X.Shermatov

Uslubiy qo'llanma Tillarni o'qitish kafedrası yig'ilishida 2020-yil 31-yanvar № 6 majlis bayoni bilan tasdiqlangan.

SamISI O'IUKning 2020 yil ____ apreldagi № ____ son majlisi qarori bilan chop etishga tavsiya qilingan.

IO'UB _____ Q.Mirzayev

KIRISH

Mazkur uslubiy qo'llanma 20 ta ingliz tilida turli sohalarga oid bo'lgan mavzularni o'z ichiga olgan bo'lib, ayni paytda shu sohaga qiziqadigan tinglovchilar va talabalarga juda zarur hisoblanadi.

Ushbu qo'llanmada berilgan mavzular institutning barcha yunalishdagi 3-4 kurs talabalarga Amaliy xorijiy til fani uchun mo'ljallangan. Bu uslubiy qo'llanmaning asosiy vazifasi ingliz tili doirasida o'qish, gapirish, tinglash va yozish mahoratlarini yanada rivojlantishga har tomonlama yoritib berishga qaratilgan.

Internet

Almost everyone with or without a computer is aware of the latest technological revolution destined to change forever the way in which humans communicate, namely, the Information Superhighway, best exemplified by the ubiquitous Internet. Already, millions of people around the world are linked by computer simply by having a modem and an address on the 'Net', in much the same way that owning a telephone links us to almost anyone who pays a phone bill. In fact, since the computer connections are made via the phone line, the Internet can be envisaged as a network of visual telephone links.

It remains to be seen in which direction the Information Superhighway is headed, but many believe it is the educational hope of the future.



The World Wide Web, an enormous collection of Internet addresses or sites, all of which can be accessed for information, has been mainly responsible for the increase in interest in the Internet in the 1990s. Before the World Wide Web, the 'Net' was comparable to an integrated collection of computerized typewriters, but the introduction of the 'Web' in 1990 allowed not only text links to be made but also graphs, images and even video.

A Web site consists of a 'home page', the first screen of a particular site on the computer to which you are connected, from where access can be had to other subject related 'pages' at the site and to thousands of other computers all over the world. This is achieved by process called 'hypertext'. By clicking with a mouse device on various parts of the screen, a person connected to the 'Net' can go

travelling, or 'surfing' through a web of pages to locate whatever information is required.

Anyone can set up a site; promoting your club, your institution, your company's products or simply yourself, is what the Web and the Internet is all about. And what is more, information on the Internet is not owned or controlled by any one organization. It is, perhaps,



true to say that no-one and therefore everyone owns the 'Net'. Because of the relative freedom of access to information, the Internet has often been criticized by the media as a potentially hazardous tool in the hands of young computer users. This perception has proved to be largely false however, and the vast majority of users both young and old get connected with the Internet for the dual purposes for which it was intended - discovery and delight.

New words

English	Russian	Uzbek
to change	Изменить	tuzatmoq
Communicate	Общаться	muloqotqilish
the ubiquitous	Вездесущий	hammajoyda
Simply	Просто	oddiygina
Responsible	ответственность	javobgar
visual	Визуальный	tomoshabop
Typewriter	пишущие машинке	yozuv mashinkasi
Comparable	Сравнимый	solishtirish mumkin
home page	главная страница	bosh sahifa
Hypertext	Гипертекста	gipermatn limatn
Surfing	Серфинг	sarf qilish
Dual	Двойной	ikkilangan
to intent	к намерению	niyat qilish
Delight	Восторг	quvonch
Enormous	Огромный	ulkan
Therefore	Следовательно	shuning uchun
Increase	Увеличение	o'sish
Integrate	Интегрировать	integratsiya

Task 1. Discuss the questions below.

1. What is the main purpose to give the text ?
2. Are there any advantages to use internet among scholars?
3. There is said that internet can be potentially hazardous tool in the hands of youth. What do you think about that?
4. What would be if there is no internet in the world?
5. What if somebody possesses the internet connection. Is there any border?

Task 2. Read the sentences and make statements as true or false.

1. Approximately all people of the world are uninformed as computers don't work fast and easy enough _____
2. Millions of people are linked to the world wide web via computers or their telephones _____
3. Thought of many individuals is internet to be educational hope of the future _____
4. WWW is a trivial collection of internet sites and files, which allowed users to upload their texts, additionally, graphs, images, and even videos _____
5. By clicking mouse device to any parts of screen person can browse through internet pages _____
6. Internet is controlled by general organizations of republic where users location is a part of that country _____
7. "Internet is potentially hazardous tool among young computer users" media criticizes internet like that _____
8. There are two causes to use internet _____
9. Internet users have access to download any information _____
10. True to say that anyone and therefore everyone owns the 'Net' _____

Task 3. Test your vocabulary find definition to the words below:

Awareness -

Revolution -

Ubiquitous -

Computerized -

Home page –

Hypertext -

To promote –

Information –

Delight –

Criticize –

Integrated –

The role of writing essay. “Agree and disagree essay”

1. Intraduction

2. Body I

3. Body II

3. Conclusion

Intraduction

Entry	paraphrase	thesis	outline
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Body I

Topic sentence	explanation	example	mini conclusion
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Body II

Topic sentence	explanation	example	mini conclusion
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Conclusion

Task 3. Write an essay to the theme below:

Nowadays most of people use internet and take good information, they spend their time for useful things but teens waste lot of time for bad things. You agree or disagree this situation (150 words).

Listening task. Enterprise 1 test 2

Look at the brochure of a house for rent. Listen and fill in the gaps.

Johnson's Estate Agency

For Rent:	Large, attractive house in the city 0) centre
Address:	342 1) Lane
Upstairs:	3 spacious bedrooms, 2) , study
Downstairs:	3) kitchen, comfortable living room, dining room, small bathroom
Outside:	Large garden, 4)
Rent:	£500 per month
	contact Mr Weston
	(tel. - 5))

Economy of Uzbekistan

Uzbekistan has created a sufficient safety factor and necessary resource basis to ensure sustainable and uninterrupted functioning of its financial, economic, budget, banking and credit system, as well as enterprises and branches of real sector.



It is not a secret that one of the most considerable components of the global financial crisis is aggravation of the problem of bank liquidity, credit market crisis, and putting it simple, the lack of money.

The total assets of commercial banks, including the provisions made up in line with the Law “On guarantees of protection of citizens’ deposits in banks”, exceed 13 trillion 360 billion sums, or are about 2,4 times more than the volume of deposits of both citizens and economic entities.

During the last two years the total assets of the bank have increased 3,5 times. The volume of crediting the small businesses and private entrepreneurship has increased 4 times, and over 150 billion sums have been channeled for these purposes.

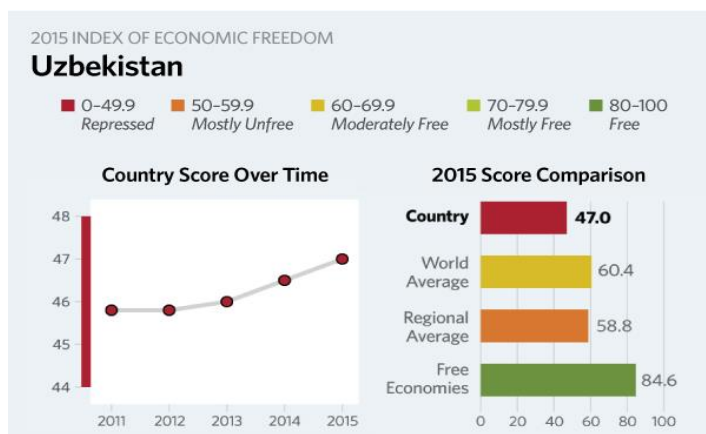
According to the Decree of President, the authorized fund of the “Micro-credit Bank” shall be increased by 72 billion sums and reach 150 billion sums.

Uzbekistan has proved to be a reliable and solvent partner which has created practically unprecedented conditions for attracting foreign capital.

The very fact that during the last two years the volume of implemented foreign investments increased more than 2,5 times speaks much for itself.

In general, the total volume of capital investments in 2009, including foreign and domestic investments into the country's economy, will make up not less than 25 percent of GDP.

Certainly, the aforementioned facts in no way mean *that ever expanding global financial crisis shall not have its impact on our country and bypass us. This would be the most naïve and I would say an unforgivable delusion.*



Each of us should realize that today Uzbekistan is an integral part of the world community and global financial and economic market.

The striking evidence for this fact are as follows: our ever increasing ties with outside world; implementation of the programs on development, technical and technological re-equipment of economic sectors with an assistance of the leading developed countries; integration of Uzbekistan into international trade; growth of imports and exports of goods and commodities.

New words

English	Russian	Uzbek
enough	достаточно	etarli
Sustainable	устойчивый	barqaror
goods	товар	mahsulotlar
Enterprise	предприятие	korxona
Considerable	значительный	sezilarli
Aggravation	усугубление	toborakuchaymoqda
Assistance	помощь	yordam
Provision	обеспечение	ta'minlash
Solvent	растворитель	halqiluvchi
Striking	поразительный	ajoyib
Implementation	реализация	amalgaoishirish

trade	сделка	savdo
Financial	финансовый	moliyaviy
Provision	обеспечение	ta'minlash
assets	активы	faollar
Investment	инвестиции	sarmoya
Impact	влияние	ta'sir
Unforgivable	непростительный	kechirilmaydigan
Delusion	наваждение	yolg'on

Task1.Discuss the questions below:

1. What is main idea of the text?
2. What kind of country Uzbekistan is and its economy?
3. Make speech about achievements and defects of Uzbekistan's economy.
4. Why Uzbekistan's economy is ever growing?
5. What is main cause of higher rate of import than export in Uzbekistan?

Task 2. Read the sentences and make statements as true or false.

1. Uzbekistan has created a sufficient safety sector and necessary recourse basis to ensure sustainable and interrupted fiscal and monetary politics of the real sector _____
2. It is not obvious that one of the most considerable components of the global financial crisis is aggravation _____
3. During the last two years the total assets of banks showed upward trend, remarkably, 3.5 times _____
4. The rate of crediting the small business and private sector has risen to four hundred percent _____
5. Uzbekistan is one of the most reliable partners to back credits of foreign investing banks _____
6. Foreign investments has been rising respectively _____

7. Uzbekistan is an interval part of the world community and global financial and economic market _____
8. The main evidence to the fact above is our never decreasing ties with outside world _____
9. It is said that the total volume of capital investment shows less than quarter share of GDP _____
10. Because of President's Decree the authorized fund of the "Micro-credit Bank" will be increased by almost 70 billion sums and reach approximately 150 billion sums _____

Task 3. Test your vocabulary find definition to the words below:

Recourse –

Crisis –

Liquidity –

Commerce –

Decree –

Investment –

Capital –

Integration –

Modernization –

Commodity –

Sufficiency –

Listening task. Enterprise 1 MED

TERM

Listen to the conversation and fill in the gaps in the table.

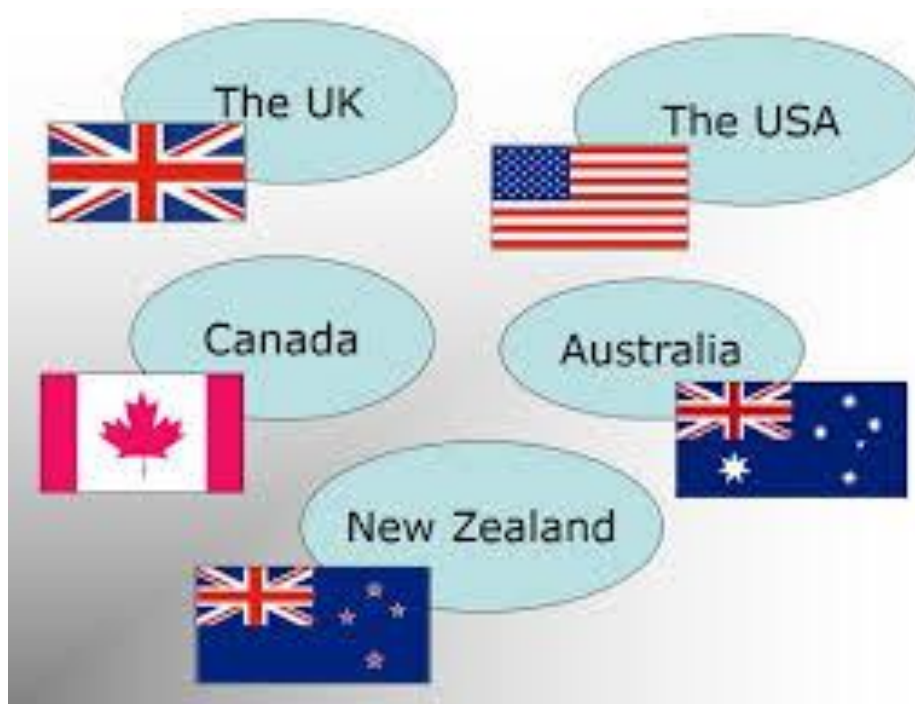
J.K. Rowling	
Full name:	Joanne Kathleen Rowling
Job:	0) <i>writer</i>
Where from:	Bristol, 1)
Lives:	In Edinburgh with her husband and 2), Jessica
Husband's job:	3)
Likes/Loves:	going to the 4)
Now writing:	5) the Harry Potter book

Task 3. Write an essay to the theme below:

Highlights of Uzbekistan's economy and most developed sides(words 150).

English Speaking Countries

English spread all over the world. Great Britain, the USA, Canada, Australia and New Zealand are English speaking countries. Why English is so extended language in the world?



During the 17th and 18th centuries British navigators sailed across the seas with the aim of extending Britain's power and prosperity. They colonized new territories around the world, taking their language with them. The first New World settlement was established in Jamestown in America in 1607. Canada was won from the French in 1763. During the 17th century British rule was established in the West Indian islands of Antigua, Barbados, Jamaica, St Kitts and Trinidad and Tobago. Australia and New Zealand were discovered during Captain Cook's voyage in 1768. English was imposed as the official language of the new colonies; it was the language of education and administration. English speaking countries are situated in different parts of the world and differ in many ways. The weather and climate of these countries, and the way of people's life differ. Each country has its own history customs, traditions, and its own national holidays. But they all have a common English language.

The United Kingdom of Great Britain and Northern Ireland consist of 4 parts: England, Scotland, Wales, and Northern Ireland. There are no high mountains, no very long rivers, no vast forest areas in U.K. Great Britain is parliamentary monarchy. Englishmen are proud of their traditions and carefully keep them up. Christmas day is one of their favorite holidays. It's celebrated on the 25-th of December. Traditions connected with it are to give presents to each other, to send Christmas cards and to make traditional Christmas dinner with turkey and pudding.

The USA is situated in the central part of the North American continent. The population of the USA is about 240 million people. Most of Americans speak English. But there we can also meet French, German and other languages. The USA is a highly developed industrial country.



Canada has two official languages – English and French. Australia and New Zealand Australia and New Zealand are situated in the southern hemisphere summer, so the warmest month is January, and the coldest winter month is June. Snow falls only on the mountain there. Many immigrants from England, Wales, Scotland and Ireland live in Australia and New Zealand.

New words

English	Russian	Uzbek
Navigator	навигатор	navigator
Island	остров	orol
Prosperity	процветание	farovonlik
Custom	обычай	odatiy
Tradition	традиция	an'ana
Monarchy	монархия	monarxiya
Proud	гордый	mag'rurlik
Pudding	пудинг	puding
Extending	простирающийся	cho'zilgan
Administration	администрация	boshqarish
Climate	климат	iqlim
Discover	обнаружить	kashfqiling
Continent	континент	qit'a
Population	население	aholisoni

Task 1. Speaking topic related questions.

- 1) Have you ever been to English speaking countries?
- 2) Have you ever met someone from English speaking countries?
- 3) Which English speaking country would you like to travel?
- 4) How can your visit influence on your language skill?

Task 2.Fill the gaps.

English is 1)_____ in the whole world, especially, in Canada, USA, Australia and etc. During the period between 1600 and 1700 the direction searchers of the Great Britain sailed the oceans to 2)_____ their country`s power and wealth. The English

3)_____ English as the primary language of the new colonies; it was used as the language of 4)_____ and 5)_____.

The settlement of the USA was 6)_____ part of the North American continent.

Task 3. Choose the right answer according to the text.

True if the statement agrees with the information.

False if the statement contradicts the information.

Not Given if there is no information on this in the passage

1) Although the French was the first to find Canada the English language is spoken mostly_____

2) The parts of the UK fought with each other because of the new lands_____

3) English is the only language in USA_____

4) The English speaking countries which are situated in the southern hemisphere have warmer winter._____

5) In New Zealand and Australia the ancestors of the most people come from England, Wales, Scotland and Ireland.

Task 4. Essay for writing.

The role of the English is improving as a global language in the world. Some people claim that it has huge influence on other languages while others are in favor of spreading of it.

To what extend do you agree?

Listening task. Enterprise 1 EXIT TEST

Listen to the radio advert and fill in the gaps in the table below.



TOUR OF THAILAND

by 0) Thai Tours

Length of holiday:	1) days
Bangkok:	2 days visiting 2) and busy markets.
Chiang Mai:	4 days trekking including a ride on a(n) 3)
Phang Nga:	3 days canoeing in the Phang Nga National Park
Koh Samui:	3 days relaxing on 4)
Cost:	5) £..... including return flight from London

Radio and TV in my life

I think it is impossible to imagine our life without radio and TV. Radio and TV are widely used in today's world. It is the quickest means of spreading news and the information. Radio plays an important role in reflecting the life of society and building opinions. It performs the service of information well enough but on TV everything is much more real. Radio and TV keep us informed about current events, extend the education, provide the cultural recreation, allow us to follow the latest developments in science and politics and offer an endless number of programmes which are both instructive and entertaining. So they give us a lot of useful information and are exciting.

When I come home from school I turn on the radio, leave it on and go about my household duties. So I am actually doing two things at one and the same time. The best radio station for me is Europa Plus and Radio Maximum. I watch TV at the evening when all the lessons I have done. I prefer to see news programmes such as: "Vesty" and "The Time". Sometimes we can watch rather interesting films at TV. There are different kinds of films, for instance: a nature film, a war film, a crime film, a travelogue, an adventure film, a musical film and comic film. As for me I prefer to see comic and crime films.

My favorite channel is the "6th channel". There are many interesting programmes for me like "The world of computer", "Farcop", "News" "Show-Business" and others. I like this programme because there are not so many advertisements. Also every weekend there are three films which are popular all over the world. So the "6th Channel" programme is my favorite one because it satisfies my different interests in the best way. As for me my favorite radio station is "Europa plus". It broadcasts many programmes, for instance: "Press-Digest", "Present", "Garage", "News" and others. Also there are a lot of programmes where everyone can win something. It satisfies my interests in the best way. Sometimes when I came home from school I turn on the radio and leave it on and go about my household duties. So the best radio for me is "Europa Plus" and I like to listen to it.

That's why I think that we can't live without TV and radio nowadays.

Mass Media

Mass Media become a very important part of our life. The press, the radio and television play a big role in the life of the society. They inform, educate and entertain people. They also influence the way people look at the world and make them change their views. As sociologists say news is not what happens, it is what you see or read about it in mass media. In other words, mass media plays a very important role in organizing public opinion. Millions of people watch TV and read newspapers in their free time. Most of people can't do without a newspaper in the underground or during the lunch break. TV also dominates the life of the family most of the time. It is also a habit which impossible to resist. The radio is turned on

most of the time, creating a permanent background noise. In fact it does not interfere with your activities. I can easily listen to the radio while doing my homework, cooking or washing the dishes. It's no secret that some of the TV and radio stations are owned by big corporations, so the owners can advertise whatever they choose. Commercial firms have to buy TV and radio time to advertise their products. Most of the new inventions and technologies become popular and well known with help of mass media. Thus mass media promotes quality and progress in our everyday life. Of course advertising promotes business and benefits businessmen. And very often the advertising annoys people.

New words

English	Russian	Uzbek
Spreading	распространение	Tarqatish
Reflecting	отражающий	aksettirish
Provide	предоставлять	ta'minlash
Recreation	отдых	damolish
Instance	пример	Misol
Satisfy	удовлетворять	Qoniqtiramiz
Influence	влияние	ta'siri
View	посмотреть	ko'rinish
Resist	оказывать сопротивление	qarshilikko'rsatish
Advertise	рекламировать	reklamaqiling
Invention	изобретение	Kashfiyot
Benefit	выгода	Foyda
Annoy	раздражать	g'azablanish
Permanent	постоянный	Doimiy
Sociologist	социолог	Sotsiolog

Task 1. Speaking topic related questions.

- 1) Do you like watching TV?
- 2) How much time do you spend in front of the TV-set?
- 3) What pros and cons does the mass media possess in our life?
- 4) Can you give some information about your favorite TV program?

Listening task.1.1 Fill in missing words.

Television in Great Britain

The average British spends about hours a week television,, newspapers and magazines. All these of information and entertainment have part of daily in GB. The most of them is, of course,TV.

In London have a choice between a few TV BBC 1 BBC2 and some..... channels. The BBC is and independent. It gets from the sale of to all people who own a television.

There is no on any BBC programme. On the , commercial television which is IBA gets its money from advertising. The on the channel are by different companies, which however don't have to do with the or of these programs. They just buy time to their products and the of IBA have to watch advertisements for, washing, soap and many other every 15 minutes between and programs.

Task 2. Fill the gaps.

Radio and TV-set are inseparable(1) ____ of our life. In today`s world, they both are used(2)____. The information in TV-set is more(3) ____ than one in radio. However, both of them gives useful and (4)____ information. Mostly I prefer to watch(5)____ and crime films.

Task 3. Choose the right answer according to the text.

True if the statement agrees with the information.

False if the statement contradicts the information.

Not Given if there is no information on this in the passage.

1) I hate the radio station "Europa plus" ____

2) The scientific inventions have huge influence of the development of the mass media ____

3) The period of the time which one family spends on watching TV a day outnumbers in the other form of mass media____

4) Advertising of the mass media is free for every commercial company to display____

5) Pharmaceutical ads is the most common one on the TV screen____

Task 4. Essay for writing.

The mass media is seen to be harmful to our young generation as the primary aim of it to attract children themselves with various programs.

What do you think that the mass media should be regulated strictly?

Listening task. Enterprise 2. TEST 4

You will hear a doctor talking to his receptionist about the appointments. Listen and complete questions 1-5.

Wednesday 5th January		
Time	Name	Problem
9:30	Mrs Delaney	0) <i>hurt leg</i>
10:00	Mr Simpson	1)
2)	Peter Freyne	cut finger
11:30	Josephine Black	3)
12:00	Miss Hartnett	4)
13:00	Ann 5)	bad cough

Insurance

Insurance or assurance, device for indemnifying or guaranteeing an individual against loss. Reimbursement is made from a fund to which many individuals exposed to the same risk have contributed certain specified amounts, called premiums. Payment for an individual loss, divided among many, does not fall heavily upon the actual loser. The essence of the contract of insurance, called a policy, is mutuality. The major operations of an insurance company are underwriting, the determination of which risks the insurer can take on; and rate making, the decisions regarding necessary prices for such risks. The underwriter is responsible for guarding against adverse selection, wherein there is excessive coverage of high risk candidates in proportion to the coverage of low risk candidates. In preventing adverse selection, the underwriter must consider physical, psychological, and moral hazards in relation to applicants. Physical hazards include those dangers which surround the individual or property, jeopardizing the well-being of the insured. The amount of the premium is determined by the operation of the law of averages as calculated by actuaries. By investing premium payments in a wide range of revenue-producing projects, insurance companies have become major suppliers of capital, and they rank among the nation's largest institutional investors.

Life insurance, originally conceived to protect a man's family when his death left them without income, has developed into a variety of policy plans. In a "whole life" policy, fixed premiums are paid throughout the insured's lifetime; this accumulated amount, augmented by compound interest, is paid to a beneficiary in a lump sum upon the insured's death; the benefit is paid even if the insured had terminated the policy. Under "universal life," the insured can vary the amount and timing of the premiums; the funds compound to create the death benefit. With "variable life," the fixed premiums are invested in a portfolio (with earning reinvested), and the death benefit is based on the performance of the investment. In "term life," coverage is for a specified time period (e.g., 5-10 years); such plans do

not build up value during the term. Annuity policies, which pay the insured a yearly income after a certain age, have also been developed. In the 1990s, life insurance companies began to allow early payouts to terminally ill patients.

The roots of insurance might be traced to Babylonia, where traders were encouraged to assume the risks of the caravan trade through loans that were repaid (with interest) only after the goods had arrived safely—a practice resembling bottomry and given legal force in the Code of Hammurabi (c.2100 BC). The Phoenicians and the Greeks applied a similar system to their seaborne commerce. The Romans used burial clubs as a form of life insurance, providing funeral expenses for members and later payments to the survivors.

With the growth of towns and trade in Europe, the medieval guilds undertook to protect their members from loss by fire and shipwreck, to ransom them from captivity by pirates, and to provide decent burial and support in sickness and poverty. By the middle of the 14th cent., as evidenced by the earliest known insurance contract (Genoa, 1347), marine insurance was practically universal among the maritime nations of Europe. In London, Lloyd's Coffee House (1688) was a place where merchants, ship-owners, and underwriters met to transact business. By the end of the 18th cent. Lloyd's had progressed into one of the first modern insurance companies.

New words

English	Russian	Uzbek
assurance	гарантия	ishonch
indemnifying	возмещающая	tovonto'lash
essence	сущность	mazmuni
mutuality	взаимность	o'zaromunosabat
guarding	охранные	muhofazaqilish
coverage	покрытие	qamrovi

proportion	доля	nisbati
hazard	опасность	xavfli
surround	окружать	atrof-muhit
premium	премия	gaoshdi
insured	застрахованный	sug'urtaqilingan
payout	выплата	to'lov
loan	ссуда	kredit
seaborne	перевозимое море	dengizsuvi
shipwreck	кораблекрушение	kemahalokatigauchragan

Task 1. Speaking topic related questions.

- 1) Do you have insurance?
- 2) Would you like to apply one? (Why/why not?)
- 3) Do you believe the power of the insurance which can help you in accidents?
- 4) Does the insurance system have a proper infrastructure?
- 5) Is the future of insurance industry bright in your country?

Task 2. Fill the gaps.

The system which guarantees an individual is called 1)____. The responsibility of the guarding against adverse selection belongs to 2)____. Physical, psychological, and moral hazards in relation to applicants must be 3)____ in the process of the preventing 4)____ ____ (two words). . In a "5)____" policy, fixed premiums are paid throughout the insured's lifetime;

Task 3. Test your vocabulary find definition to the words below:

Universal life-

Reimbursement-

Payment-

Variable life-

Term life-

Whole life-

Institutional investor-

Ship-owners-

Insurance-

Task 4. Match the headings, if none answers is not match put NG

Example: The advantages and disadvantages of having insurance.____**NG**

1) The history of the insurance policy____.

2) The predictions of the scientists related to belief of the people to insurance companies____.

3) The types of insurance which are available now____.

4) General explanation for insurance____.

5) The development history of the Insurance in Europe____.

Listening task. Enterprise 2. TEST 5

You will hear a Park Keeper talking to visitors about safety regulations. Listen and complete questions 1-5.



Bunojonga National Park

Safety leaflet for visitors

PLEASE READ CAREFULLY!

DON'T GET OUT OF **0)** *your car*! You could be eaten for dinner!

YOU **1)** THE ANIMALS! The zebras are fat enough!

YOU ARE NOT ALLOWED TO USE FLASH PHOTOGRAPHY!
The animals might be **2)**!

YOU SHOULD KEEP YOUR **3)** CLOSED!
You never know who might come in!

YOU ARE ALLOWED TO EAT AND DRINK! Throw your rubbish in the **4)**!

PLEASE DON'T MAKE TOO MUCH **5)**!
Listen to the beautiful sounds of nature!

Types of Tourism in Uzbekistan

Uzbekistan tourism offers various types of tourist product for the most demanding taste: historical and cultural tourism, ethnic tourism, health tourism and MICE-Industry.

Historical and cultural tourism. A classic direction which has been tested for decades and which the guests of Uzbekistan got to like. The turquoise domes of madrasah, majolica of the mausoleums shining over the ages and finicking brickwork of Samarkand, Bukhara and Khiva minarets are famous for their amazing attention-getting capacity and oriental charm. They justly range among the monuments of ancient India, China and Egypt. The unique decoration, composition and engineering solutions of ancient masters who erected these monumental structures boggle the imagination even of modern experts. All the travelers become much richer after a trip, because they take forever with them ... thousands of digital images of hundreds architectural gems of Uzbekistan.

Ethnic tourism. Modern hotels, restaurants, cinema theaters are often hard to distinguish one from another. Waking up in a hotel room you will not be able to understand at once: is it Canberra or Bern? Quite a different story, if you fall asleep under a shanyrak – a round grid in the dome of nomadic yurt– in the great spaces of steppes after supper smelling with smoke, under the stars sized of a peach. That is why more and more our guests take the opportunity to spend several nights in family guest houses and live in a yurt. The yurt interior design has not undergone much transformation from the time when it was described by Herodotus two and a half thousand years ago. The yurt gives coolness in heat and warm, in cold.

Adventure tourism. Among modern tourists there are a considerable part of people who thinks it dull just to follow a guide from monument to monument. For such tourists, Uzbekistan has many attractive offers and interesting sites: Chimgan Mountains and Charvak Reservoir, located as near as 80 km from Tashkent,

Nurata Mountains, the Kyzylkum desert, Lake Aydarkul, and certainly, the Aral Sea together with the Ustyurt plateau. For lovers of active style of life it is quite a tourist paradise here: mountain hiking, rafting on rapid mountain rivers, jeep-safari, fishing and hunting, and in winter time, ski mountaineering and for the most valiant, Heli Ski tours.

Ecological tourism. Do you know that on the planet, there are only few cities with population of two-three millions and stars visible at night? Tashkent ranks among such cities with the clear sky. This is due to the switching of a considerable part of motor transport to gas and the vicinity of mountains. Not to put too fine a point on it, located just an hour's drive from the mountains, Tashkent has water from mountain rivers, rising in the glaciers, running from the faucets. Small wonder that many tourist routes in Uzbekistan pass near reserves and national parks with preserved primeval nature, inhabited with wild animals and birds, entered in the Red Book of Uzbekistan: bears, leopards, snow leopards, Persian gazelles, markhoors and argalis, pheasants and golden eagles

Health tourism. Curative tours to Uzbek mountain-climatic health resorts located in picturesque sites are becoming more and more popular. One of them - a health resort in the territory of the Zaamin Reserve is found at the height of 2,000 m above sea level. A unique health resort in the very entrails of the Khujaikon salt cave is functioning in the ridge of Kugitantau, Surkhandarya region. Uzbekistan offers a whole range of climatic and balneal health resorts with thermal, chloride-hydrocarbonate-sodium water both for drinking treatment, and therapy tank and showers. Sulphated mud, brought from Lake Balykly, Jizak region, is also successfully used for treatment.

New words

English	Russian	Uzbek
balneal	бальнеологический	balneal
untrail	Entrail	entrail

cave	Пещера	g'or
therapy	Терапия	terapiya
oriental	Восточный	sharqona
dome	Купол	gumbaz
monument	Памятник	yodgorlik
treatment	Лечение	davolash
glacier	Ледник	muzliklar
unique	Уникальный	noyob
decorate	декорировать	bezatish
dull	Скучный	zerikarli
treat	рассматривать	muomlaqilmoq
yurt	Юрта	o'tov
guide	Руководство	qo'llanma
reserve	Резерв	zaxira
decade	Десятилетие	o'n yil

Task 1. Speaking topic related questions.

1. Discuss on problems about developing Historical and cultural tourism in a group.
2. How we can develop tourism in Uzbekistan?
3. In addition to the passage also what kinds of tourism do you know?
4. Which part of Uzbekistan has waterfalls?
5. How long distance from Chimyan to Tashkent?
6. What sort of greens and animals entered in the Red Book of Uzbekistan?
7. What does it mean the word “yurt” in this passage?
8. Have you ever used health tourism?
9. Where is located Zominsanatory?

Task 2. Write down these vocabularies and translate into uzbek.

Historical tourism-

Cultural tourism-

Ethnic tourism-

Adventure tourism-
Ecological tourism-
Health tourism-
Hausoleum-
Hinicking brickwork-
Interior-
Minaret-
Attention-getting-
Capacity-
Digital-
Distinguish-
Gems-


Task 3. Fill the gaps.

Tashkent ranks among such 1_____ with the clear sky. This is due to the 2_____ of a considerable part of motor 3_____ to gas and the vicinity of mountains. Not to put too fine a point on it, located just an hour's drive from the 4_____, Tashkent has water from mountain 5_____, rising in the glaciers, running from the faucets.

Listening task. Enterprise 3. TEST 3

Listen to the teacher talking to her class about life in ancient Egypt. Then fill in the gaps in the table.

LIFE IN ANCIENT EGYPT	
Pharaoh	the country's 0) <i>king</i>
Had control over:	the land, the economy
Made:	1)
The Nile	important for food and 2)
Women	equal to men
Had right to:	do business own land 3)
Could get job at:	rich homes or 4)
Education (at school/home):	learn how to read and write study 5) and arithmetic



Task 4. Writing task.

Write down advantages and disadvantages sides of tourism (at least 150 words).

Hotel Management

What is **Hotel Management**?

Hotel Management is an area of **study** that covers a wide range of topics concerned with the operational aspects of hoteliery. Educational courses in **hotel management** are varied and cover topics as wide ranging as marketing, eco-tourism, leisure, business administration and management.

It is the job of the Hotel Manager to coordinate the many operational tasks of running a successful **hotel**. Managing a hotel requires knowledge and skills within a wide variety of fields. This is why educations in **hotel management** can be so diverse and interesting. Many students find hotel management to be a rewarding and challenging degree program and a qualification that will provide employment opportunities across the globe.

An education in **hotel management** teaches students the skills to effectively manage different responsibilities such as reception and concierge services, restaurant and bar functions, administration, **management** and marketing. For students interested in studying abroad, **Hotel management** can be an appealing area of study. It is a career that provides extensive opportunities for travel and working abroad. Many international students take the opportunity to obtain their diploma or degree in a foreign country. This provides not only a memorable experience but also a knowledge of another culture and often a foreign language.

New words

English	Russian	Uzbek
Function	Функция	funktsiyasi
Abroad	за границу	chetelda
Obtain	Получать	qo'lgakiritmoq
Culture	Культура	madaniyat
Memorable	Памятный	yodingizdatuting
Foreign	иностранные	chetellik
Career	Карьера	ishgaqabulqilish
Provide	предоставлять	taqdimeting
Area	Площадь	hudud
Knowledge	Знание	ma'lumot
Study	Изучение	o'qish
Range	ассортимент	oralig'i
Require	Требовать	kerak

Wide	Широкий	keng
Topic	Тема	mavzu
Coordinate	координировать	koordinatalar
Job	Работа	ish
Aspect	Аспект	mavzu

Task 1. Speaking topic related questions.

1. If one wants to be hotel manager, where must he study?
2. What is the “management”?
3. Are you aware of MBA?
4. which hotel is the most famous in your city?
5. What does teach an education in hotel management?
6. What differences between management and marketing?

Task 2. Write down these vocabularies and translate into Uzbek

Concern-

Operational aspect-

Hoteliery-

Varied-

Coordinate-

Diverse-

Qualification-

Responsibility-

Provide-

Rewarding-

Concierge services-

Administration-

Appealing-

Task 3. Fill the gaps.

It is the job of the Hotel Manager to 1_____ the many operational tasks of running a successful hotel. Managing a hotel requires 2_____ and skills within a wide variety of 3_____. This is why educations in hotel management can be so diverse and 4_____. Many students find hotel management to be a rewarding and 5_____ degree program and a qualification that will provide employment 6_____ across the globe.

Task 4. Writing task.

Some people believe that hotels should be serviced for international tourists other think that domestic tourists also must use luxury hotels. do you agree or disagree (at least 150 words).

Listening task. Enterprise 3. MID TERM

Listen to Luke talking to a friend and then match the people to the problems they have, as in the example.

- | | | |
|----------|-------------------------------------|---------------------------------------|
| 0 Luke | <input checked="" type="checkbox"/> | A is scared of flying |
| 1 Katie | <input type="checkbox"/> | B always argues with his/her parents |
| 2 Andrew | <input type="checkbox"/> | C can't afford to buy a new stereo |
| 3 Jane | <input type="checkbox"/> | D doesn't know how to meet new people |
| 4 Dan | <input type="checkbox"/> | E is worried about his/her exams |
| 5 Gill | <input type="checkbox"/> | F is overweight |
| | | G is being bullied |
| | | H scratched his/her parents' car |

Enterprise 3. Test 4

Listen to a policewoman taking a witness's report and mark the statements as true (T) or false (F).

- | | T | F |
|--|--------------------------|--------------------------|
| 1 The witness was on the bus when the accident happened. | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 The witness believes the car was going extremely fast. | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 The accident happened in Marsdon Road. | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 The witness thinks the accident was the girl's fault. | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 The van didn't brake. | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 The car didn't hit the little girl. | <input type="checkbox"/> | <input type="checkbox"/> |

English in my future career

Nowadays we can't imagine a highly qualified specialist without any knowledge of a foreign language. Foreign languages are required in all spheres of our life. And the profession of biotechnologist is not an exception.

Biotechnology is a branch of science that is rapidly gaining significance and opportunities for youngsters who want to explore the new frontiers of science are immense. Modern biotechnology commonly utilizes genetic engineering, the modification of genetic material to achieve specific goals. People who are involved in this profession read a lot, make scientific discoveries, and have a lot of scientific publications. To be successful in this profession and to achieve greater progress, one needs to get international experience. That's why if these specialists want to communicate with other scientists, to exchange ideas or to obtain an international experiment, first of all they have to improve their English.

Knowing English can make communication easier. English is official language in 53 countries, and it is one of the official languages in many important international organizations such as UN, EU and WTO. It is also one of the working languages at most international business and meetings.

If you want to know more about the world and modern technology, English is a great bridge. Most of books, magazines, newspapers and movies are in English. Going online, most of the world's stored information and web pages are in English. English is also the most commonly used language in the sciences. In 1997, the Science Citation Index reported that 95% of its articles were written in English, even though only half of them came from authors in English-speaking countries.

In a word, English is very important in our life and in our future career. Therefore, learning English is essential in today's Global World. If a person wants to succeed in his chosen field he has to know English, so start to improve your English as soon as possible.

New words

English	Russian	Uzbek
imagine	представить	tasavvurqiling
report	отчет	hisobot
future	будущее	kelajak
science	наука	ilmiy
commonly	обычно	odatda
life	Жизнь	hayot
improve	улучшать	yaxshilash
essential	существенный	muhim

bridge	Мост	ko'prik
succeed	добиться успеха	muvaaffaqiyatli
exchange	Обмен	almashinish
experiment	эксперимент	tajriba
require	требовать	kerak
page	страница	sahifa
use	использование	foydalanish
modern	современное	zamonaviy
field	Поле	yo'l
organization	организация	tashkilot

Task 1. Speaking topic related questions.

1. If you want to know more about the world and modern technology, what is bridge?
2. What does it mean WTO?
3. In 1997, the Science Citation Index reported what degree articles were written in English?
4. How many countries English is the official language?
5. What is the main idea of the text?
6. How degree do you know English yourself?
7. Do you think IELTS certificate is important to study? Why, why not?

Task 2. Write down these vocabularies and translate into uzbek

Qualified specialist_

Required-

Sphere-

Biotechnology-

Frontiers-

Significance-

Modification-

Immense-

Communicate-

Branch-

Even though-

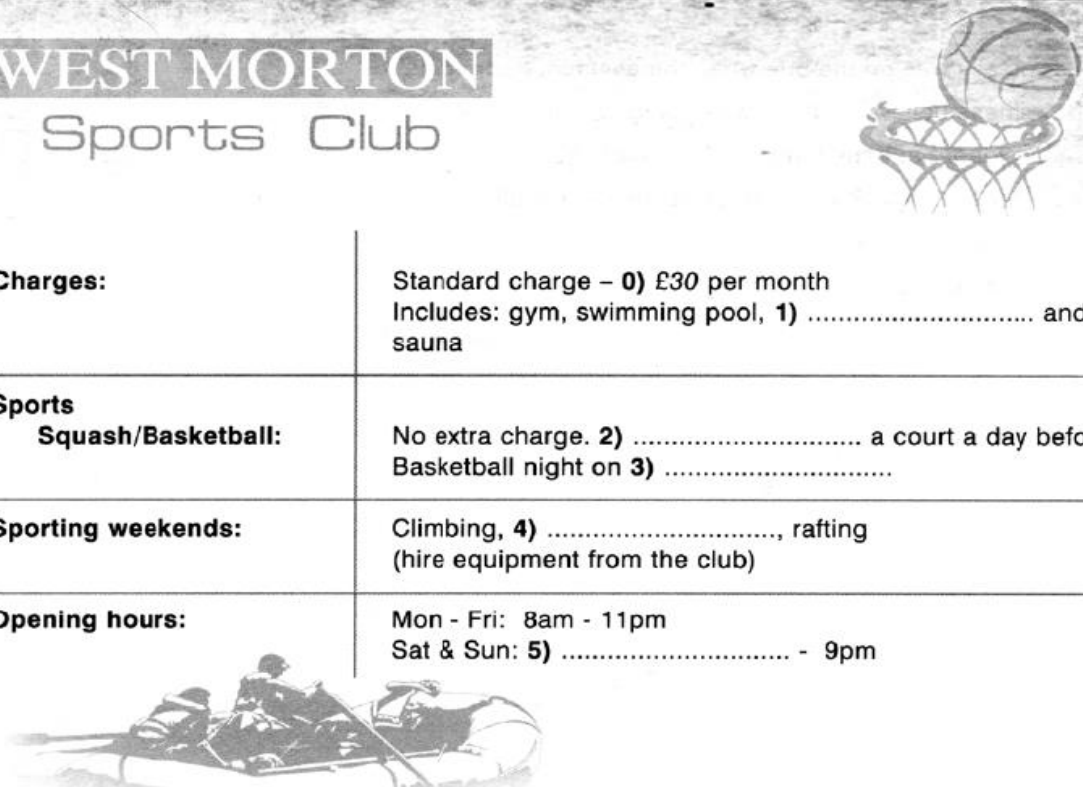
Task 3. Fill the gaps. (written, web pages, books, English, sciences, countries).

English is a great bridge. Most of 1_____, magazines, newspapers and movies are in 2_____. Going online, most of the world's stored information and 3_____ are in English. English is also the most commonly used language in the 4_____. In 1997, the Science Citation Index reported that 95% of its articles were 5_____ in English, even though only half of them came from authors in English-speaking 6_____.

Listening task. Enterprise 3. Test 5

Sam has decided to join his local sports club. Listen to the conversation then complete his notes below.

WEST MORTON Sports Club	
Charges:	Standard charge – 0) £30 per month Includes: gym, swimming pool, 1) and sauna
Sports Squash/Basketball:	No extra charge. 2) a court a day before Basketball night on 3)
Sporting weekends:	Climbing, 4), rafting (hire equipment from the club)
Opening hours:	Mon - Fri: 8am - 11pm Sat & Sun: 5) - 9pm



Task 3. Writing task.

It is believed that the English will be dominant language in the future. How far do you agree or disagree? (at least 150 words).

Education

Education is very important in our life. An educated person is one who knows a lot about many things. He always tries to learn, find out, and discover more about the world around him. Every time he tries to deepen and improve his knowledge. To make progress we should be hard-working and persistent persons.

For educated people it is easier to stand up all difficulties and hardships and they have a purpose in life. Well-educated persons can easily find a good job; they usually have a bright career. Besides, it is also much better to talk to educated, cultured and extraordinary person.

It's important to take into consideration that nowadays it's not enough to have secondary education, but to have at least a B.A. to get a well paid job.

It is important to make a right choice. Person choices depend not only on his or her personal like and dislikes, but also considering which profession will be in-demand in a few years time. One can safely say that such professions as IT experts, computer specialists, engineers, environment experts, and oil and gas engineers will be in-demand. I realize quite well that my professional education would be incomplete without a good command of the English language.

Nowadays, the English language is the most widespread in the world. English is now the dominant or official language in over 60 countries. The English language has become a world language in politics, science, trade and cultural relations. It is the language of computer technology. If you know English, you can talk to people of any nationality, and can get necessary information anywhere in the world. There are many different reasons why people study foreign languages, English in particular. Here are some of them: to travel abroad; to get well-paid job, to have something to do in your spare time; to be better educated; to be familiar with social and cultural life in other countries; to be able to participate in conversations with people from English-speaking countries. English is the chief

language of international business and academic conferences, and the leading language of international tourism.

Education in Our Life

Education plays a very important role in our life. It is one of the most valuable possessions a man can get in his life. During all the periods of human history education ranked high among people. Human progress mostly depended upon well-educated people. Self-education is very important for the development of human's talents. Only through self-education a person can become a harmonically developed personality. A person becomes a highly qualified specialist after getting some special education. And professionalism can be reached only through it. Even highly qualified specialists from time to time attend refresher courses to refresh their knowledge. We get our knowledge of this world and life through education. Many famous discoveries would have been impossible if people were not interested in learning something. Education develops different sides of human personality, reveals his abilities. Besides, it helps a person to understand himself, to choose the right way in this world. The civilized state differs from others in the fact that it pays much attention to the educational policy. John Kennedy said: "Our progress as a nation can be no swifter than our progress in education". But it doesn't concern only one particular nation. We know that science and art belong to the whole world. Before them the barriers of nationality disappear. So education brings people closer to each other, helps them to understand each other better.

New words

English	Uzbek	Russian
possession	владение	Mumkinlik
period	Период	Davr
human	Человек	Inson
education	образование	ta'lim
besides	Кроме	bundantashqari

barrier	барьерный	to'siq
concern	беспокойство	Tashvish
science	Наука	Ilmiy
valuable	Ценный	Qimmatli
among	Среди	Orasida
realize	понимать	tushinibyetmoq
quite	довольно	to'liq
leading	ведущий	Etakchi
thanks	благодаря	Rahmat
important	Важный	Muhim
foreign	иностранные	chetellik
study	изучение	o'qimoq
our life	наша жизнь	bizninghayotimiz
self-study	самообучения	o'z-o'zinitadqiq qilish

Task 1. Speaking topic related questions.

1. Why do you think education is important to our life?
2. According to the passage what did you say John Kennedy?
3. What types of education systems do you know?
4. Why people study foreign languages?
5. What do you think which one is useful to better study self-study or group studying?
6. What about professionalism?
7. Some people believe that studying children for higher education the government is responsible on the other hand parent's responsibility is more essential. Discuss both views.

Task 2. Write down these vocabularies and translate into uzbek.

Educated person-

Deepen-

Improve-

Persistent-

Extraordinary-

Consideration-
Complete-
Trade-
Particular-
Participate-
Rank-
Depend upon-
Nation-
Discoveries-
Concern-
Disappear-
Professionalism-

Task 3. Fill the gaps.(Human's talents,reached,personality,depended,specialist).

Human progress mostly 1_____ upon well-educated people. Self-education is very important for the development of 2_____. Only through self-education a person can become a harmonically developed 3_____. A person becomes a highly qualified 4_____ after getting some special education. And professionalism can be 5_____ only through it.

Listening task. Enterprise 3. Test 6

The leader of an environmental expedition is talking to the people going on the trip. Listen and complete the information in the table.



Conservation Expedition to 0) Costa Rica

Dates of the trip:	6th April – 1)		
	Where?	What?	Why?
Project 1:	beaches in the east of the country	clean them up	protect 2)
Project 2:	San José, 3)	plant trees in the park	improve animal habitats
Project 3:	National Park, 4) area	plant trees, record animal and 5)	restore the area

Task 2. Write an essay about the following topic.

A group of people think that self-study is more effective than grouping? To some extent do you agree or disagree?

London

London is the capital of Great Britain, its political, economic and cultural center. It's one of the largest cities in the world. Its population is more than million people. London is situated on the river Thames. The city is very old and beautiful. It was founded more than two thousand years ago. Traditionally London is divided into several parts: the City, the West End, the East End and Westminster. The City is the oldest part of London, its financial and business centre. The heart of the City is the Stock Exchange. Westminster is the most important part of the capital. It's the administrative center. The Houses of Parliament, the seat of the British Government, are there. It's a very beautiful building with two towers and a very big clock called Big Ben. Big Ben is really the bell which strikes every quarter of an hour. Opposite the Houses of Parliament is Westminster Abbey. It's a very beautiful church built over 900 years ago. The tombs of many great statesmen, scientists and writers are there. To the west of Westminster is West End. Here we find most of the big shops, hotels, museums, art galleries, theatres and concert halls. Picadilly Circus is the heart of London's West End. In the West End there are wide streets with beautiful houses and many parks, gardens and squares. To the east of Westminster is the East End, an industrial district of the capital.

There are no parks or gardens in the East End and you can't see many fine houses there. Most of the plants and factories are situated there. London has many places of interest. One of them is Buckingham Palace. It's the residence of the Queen. The English are proud of Trafalgar Square, which was named so in memory of the victory at the battle. There in 1805 the English fleet defeated the fleet of France and Spain. The last place of interest I should like to mention, is the British Museum, the biggest museum in London. The museum is famous for its library -one of the richest in the world.

All London's long-past history is told by its streets. There are many streets in London which are known all over the world. Among them Oxford Street, Downing Street and a lot of others can be mentioned. And tourists are usually attracted not only by the places of interest but by the streets too. In conclusion I should say if you are lucky enough to find yourself in London some day you will have a lot to see and enjoy there.

New words

English	Russian	Uzbek
built	построен	qurilgan
east	восток	sharq
circus	цирк	sirk
defeat	поражение	muvaqqiyatsiz

lucky	везучий	baxtli
Tomb	гробница	mozor
Square	квадрат	kvadrat
Church	церковь	cherkov
Scientist	ученый	olim
Victory	победа	g'alaba
proud of	гордость	faxrlanmoq
Place	место	joy
Attract	притягивать	qabulqilish
Garden	сад	bog '
Factory	завод	zavod
Cultural	культурный	madaniy
Department	отдел	bo'lim
Defeat	Поражение	muvaaffaqiyatsiz
Tower	Башня	minorasi

Task 1. Speaking topic related questions.

1. Where is the London situated?
2. Which island is the largest one?
3. What separates Great Britain from the Continent?
4. How many countries does the UK consists of four countries?
5. What is the population of the UK?
6. Which city is the capital of the UK?

Task 2. Test for students.

1. What's London's most famous department store?

A) Piccadilly

B) Harrods

C) The Barbican Centre

2. What street has a long tradition as the home of printing?

A) Sloane Street

B) Oxford Street

C) Fleet Street

3. What are the famous guards of The Tower of London called?

A) Beefeaters

B) The Guards

C) Knights

4. What commemorates Napoleon's defeat at sea in 1805?

A) Oliver's Column

B) Duke of York's Column

C) Nelson's Column

5. What line runs through Greenwich?

A) Nine Elms Lane

B) The Prime Meridian

C) Eight Elms

6. Where's the home of the Prime Minister and the Chancellor of the Exchequer?

A) Downing Street 10 and 11

B) Regent Street 10 and 11

C) Browning Street 10 and 11

7. What made Carnaby Street famous?

A) Food

B) Flowers

C) Fashion

8. What did Madame Tussaud start in 1835?

A) A famous bakery

B) A famous waxworks

C) A famous needle-point

9. Who wrote famous books in 48 Doughty Street?

A) R. L. Stine

B) Charles Dickens

C) Agatha Christie

10. St. Paul's Cathedral is the.....

A) Biggest

B) Second biggest

C) Third biggest

Task 3. Write down these vocabularies and translate into uzbek.

Political-

Tower-

Attract-

Lucky-

Parliamen-

Victory-

Fleet-

Residence-
Administrative-
Mention-
Church-
District-
Defeat-
Battle-

Listening task. Enterprise 3. Exit test

Listen to a science teacher talking about the life of Isaac Newton. Then for each of the questions 1-5 choose the best answer A, B or C, as in the example.

- 0 What does the speaker say about Einstein?**
A He worked with Newton.
B Newton improved his theories.
C He lived more than 250 years after Newton.
- 1 Newton was born in**
A 1462.
B 1624.
C 1642.
- 2 When he first went to university, Newton studied**
A Law.
B Mathematics.
C Science.
- 3 The speaker says that Newton's most famous discovery had to do with**
A light.
B mechanics.
C gravity.
- 4 Newton started thinking about gravity when he saw**
A an apple fall off a tree.
B a tree falling over.
C the moon moving through the sky.
- 5 Newton died in**
A Woolsthorpe.
B Cambridge.
C London.

Listening task. Enterprise plus. Test 2

Listen to the teacher talking to her class about a visit to a museum and complete the notes below.

School Trip to 0) London	
Date:	Tuesday 1)
Destination:	2) Museum
Means of transport:	3)
Times:	Leaving school at 4) am. Back at school at 9 pm.
At the museum:	Special 5) and talk
Price:	£15 each

Task 4. Writing task.

London is the political, economic and cultural centre, which one of the largest cities in the world (at least 150 words).

Banking system of developed countries

Established by Presidential Decree in 1991, National Bank of Uzbekistan is the international "business card" of the Uzbekistan banking system. Its primary mission is to service foreign trade operations, to increase the export potential of the republic and attract foreign investments. As of July 1, the amount of the aggregate capital of Uzbek banks exceeds 6.6 trillion sum. This was reported in the press service of the Central Bank of the Republic, stating that a year ago the figure was 5.2 trillion sum. Thus, during the year there was an increase of total capital of the banking system by 26.9 percent. And today, the level of capital adequacy of the banking system is 24.6 percent, which is 3 times higher than prescribed in the requirements that are set by the Basel Committee on Banking Supervision (8 percent).

In general, the current liquidity level for the past several years has been exceeding 65 per cent mark, which is two times higher than normal, accepted in the world practice.

Another important indicator - total bank assets increased by 29 percent compared to the same period of last year, amounting to 48.0 trillion sum.

During the first half of the year, the total amount of loans that were directed to the real sector of the economy grew by 30.7 percent compared to last year. And today their value is 29.8 trillion sum.

The volume of loans that were issued for investment purposes has increased 1.3 times compared with the first six months of last year and as of July 1 this year exceeded 4.2 trillion sum.

It should also be noted that the volume of loans that were designed to support women's entrepreneurship, increased 1.6 times compared with the previous year, exceeding the level of 521 billion sums.

Also, banks have paid serious attention to greater involvement in entrepreneurship graduates of professional institutions and providing financial support to their business projects. For six months of the year for these purposes loans amounting 76.8 billion sum were issued, which is 1.6 times more than in the previous year.

Finally, the total amount of deposits increased by 30.4 percent, amounting 26.3 trillion sum. The Republic of Uzbekistan has its own financial and monetary-credit system. The state budget includes state budget, budget of the Republic of Karakalpakstan and local budgets. A single tax system exists in the territory of Uzbekistan. The right to determine taxes belongs to the OliyMajlis. Relations with other national banks.

The Central bank of Uzbekistan has been active in developing good relations with other national banks. Besides operational communications, the Central Bank receives support in training the experts and consulting services from the correspondents.

New words

English	Russian	Uzbek
primary	Первичный	boshlang'ich
banking	банковское дело	bankxizmatlari
volume	Объем	hajmi
issue	Вопрос	savol
serious	Серьезный	jiddiy
general	генеральная	umumiy
propose	предложить	taklifqiling
foreign	иностранные	chetellik
percent	Процент	Foiz
level	Уровень	daraja
figure	Фигура	shakl
total	Всего	Jami
communication	Связь	aloqa
monetary	монетарный	Pul
billion	Миллиард	million
amount	Количество	miqdori
role	Роль	Rol
mainly	в основном	asosan

Task 1. Speaking topic related questions.

1. What kind of types do banks have in Uzbekistan?
2. Which one is Central Bank?
3. Where is Central Bank situated?
4. What is a business card?
5. Which bank do you choose in your job?

Task 2. Test for students.

1. The first monetary operations that churches were:

- A. Accounts
- B. Settlement
- C. Save
- D. Exchange

2. In England during the XVII-XIX centuries. functioned mainly banks established as

- A. Joint-stock company of open type
- B. Unitary institutions
- C. Private companies
- D. Limited Liability Company

3. The role of the churches was determined that they were:

- A. The insurance fund communities and states
- B. charitable organization
- C. State Pension Fund
- D. State Institutions

4. The concentration of cash reserves in the Ancient East made possible by the presence of:

- A. Mint offices
- B. Trading houses
- C. Commercial enterprises
- D. Commercial Banks

5. In ancient Greece, at the end of V in. BC. Trapezius were named individuals who:

- A. were engaged in money-changing business
- B. provide tiny loans secured
- C. accept deposits and make payments by customers
- D. provides commercial credit

6. In ancient Greece, the state apparatus of the correctness of financial operations were evaluated:

- A. Treasurers
- B. Logistics specialists
- C. Patricia C.
- D. Moneylenders

7. A public administration called "... " functioned in 1619 in Venice

- A. Bank
- B. Centre
- C. Zhirobank
- D. Mortgage

8. Cash transactions performed in ancient Rome by:

- A. Argentario
- B. Depository
- C. Accounts
- D. Questor

9. The first type of modern banks emerged:

- A. In Italy
- B. In Germany
- C. In France
- D. In Russia

10. Trading houses of ancient Babylon was carried out under the issuance of credit:

- A. Mortgage products that are in demand on the market
- B. Deposit Property
- C. Guarantees
- D. Letters of guarantee

11. The person carrying out the public treasury of ancient Greece reception and issuance of money, were called:

- A. Cashiers

- B. Naukrariya
- C. Moneychanger
- D. Endorsers

12. With the advent of credit money the banks begin to perform the ...operation.

- A. Cash
- B. Settlement
- C. Collateral
- D. Emission

Task 3. Write down these vocabularies and translate into uzbek

Bank – is a financial intermediary that creates credit by lending money to a borrower, thereby creating a corresponding deposit on the bank's balance sheet.

Banking infrastructure—includes enterprises, communication agencies, and communication, educational and scientific institutions, ensuring the vital activity of banks, their informational, methodical, scientific, human resources.

Banking House—is a private credit institution in the form of partnerships.

Banking system– is a collection of different kinds of national banks and credit institutions operating within the general monetary mechanism and engaged in the provision of banking services.

Issuing Bank—a bank that puts into circulation banknotes, securities, payment and settlement documents

Central bank, reserve bank, or monetary authority is an institution that manages a state's currency, money supply, and interest rates In contrast to a commercial bank, a central bank possesses a monopoly on increasing the monetary base in the state, and usually also prints the national currency, which usually serves as the state's legal tender.

Commercial bank – is a type of bank that provides services such as accepting deposits, making business loans, and offering basic investment products.

Correspondent banks— banks opening each other's correspondent accounts.

Function of the bank - this is what is typical for a bank, unlike other economic actors.

Organizational structure of the bank— the internal organization of the work of the credit institution with which structured and formalized approaches and methods of management, determined group of artists developed control system and intra-relationships.

Resources of the bank— aset of tools at the disposal of the credit organization and is used to conduct banking activities.


Listening task. Enterprise plus. Test 6

Listen to the conversation between two members of the University Hiking Club and complete the advert for the notice board.

UNIVERSITY HIKING CLUB

NEW MEMBERS WANTED!!

COME AND JOIN TODAY!



Meetings:	Every 0) <i>Wednesday</i> in room 1) on the main campus at 7 pm.
Trips:	Every month we have one weekend away and 2) day trips
First trip:	3), in Lake District on 12 th October
Costs:	Just £25 for a year's membership Plus £5 for every day trip and 4) £ for each weekend away.
For more info:	Call Anne on 0937 5)

Listening task. Enterprise plus. Test 7

Listen to the conversation about Alfred Hitchcock films. Match the films to the appearance Hitchcock made in them.

- | | | |
|------------------------|-------------------------------------|------------------------------|
| 0 The Birds | <input checked="" type="checkbox"/> | A carrying a black case |
| 1 Torn Curtain | <input type="checkbox"/> | B sitting in a hotel lobby |
| 2 Strangers on a Train | <input type="checkbox"/> | C missing a bus |
| 3 Spellbound | <input type="checkbox"/> | D coming out of a hotel room |
| 4 North by Northwest | <input type="checkbox"/> | E getting onto a train |
| | | F coming out of a lift |
| | | G walking two dogs |
| 5 To Catch a Thief | <input type="checkbox"/> | H sitting on a bus |

Task 4. Writing task. Essay

Good and bad sides of banking system of Uzbekistan (at least 150 words).

Global problems in the world.

Global problems affect the modern world. Today's rapid changes have made countries more interdependent than ever before, shrinking the world into a global village. As the world grows smaller, events in any one area have a greater impact on other parts of the world. National borders do not limit the effects of pollution or environmental destruction. Even poverty in some areas affects other areas because of migration and its impact on the world economy. Three examples of global problems that affect the modern world are famine, pollution, and terrorism. Only few countries are able to produce more food than their citizens need. For the rest of the world, hunger and malnutrition are common. In developing nations, about 150 million children under the age of five go to bed hungry each night. Climate changes and erosion have worsened the problem in some places like Somalia. Moreover, each advance in producing more food is often met with a corresponding increase in population.

Terrorism can be defined as the use of violence against civilians for political purposes. It draws attention to a group's grievances and is used to frighten governments into making concessions. Many radical groups use terrorism. The IRA, for example, used terrorism against the British in an attempt to unify Ireland. In the 1960's and 1970's the PLO used terrorism against Israel, seeing it as self defense against what they considered "Israeli terrorism," the occupation of Palestinian lands. The governments of Iraq, Iran, Syria, and Libya not only helped the Palestinian terrorists, but also used terrorism to silence their own opponents. Terrorist organizations have made use of the following tactics: taking hostages, bombing and political assassinations. Industrial growth is often accompanied by an increase in the amount of pollutants released into the air. They cause such problems as acid rain and increase the number of people suffering .

New words

English	Russian	Uzbek
Affect	аффект	ta'sirqiladi
Shrinking	сокращение	qisqarishi
Impact	влияние	ta'sirqiladi
Limit	предел	chegarasi
Famine	голод	Ochlik
Pollution	загрязнение	Ifloslanish
Terrorism	терроризм	Terrorizm
Unify	унифицировать	Birlashtirish
Silence	тишина	Sukunat
Erosion	эрозия	Eroziya
Citizen	гражданин	Fuqaro
Malnutrition	недоедание	kamovqatlanish
Grievance	обида	Xafalik
Occupation	занятие	ishg'ol
Assassination	убийство	Suiqasd

Task 1. Speaking topic related questions.

1. Do you think that global problems are very important for people?
2. Which types do you know about global problems ?
3. Which type is it important for you?
4. Discuss famine, pollution, and terrorism.
5. Are global problems increasing day by day and speak about them?

Task 2. Check the facts and if they are true mark T, otherwise F or not given in the text(NGT):

1. National borders do not limit the effects of pollution or environmental destruction_____
2. Many countries are able to produce more food than their citizens need_____
3. Even poverty in some areas affects other areas because of migration and its impact on the world economy_____
4. Terrorism can not be defined as the use of violence against civilians for political purposes_____
5. Terrorist organizations have made use of the following tactics: taking hostages, bombing and political assassinations_____
6. In developing nations, about 150 million children under the age of five go to bed hungry _____ each _____ night_____

Task 3. A) Make a dialogue about theme with your group mates“ GLOBAL PROBLEMS”.B) Make conclusion about theme(minimum prolong time 30 minutes)

Listening task 1 Headway Pre. Intermediate 12 (1)

3 Match a line in A with a reply in B and a further comment in C.

A	B	C
1 What a lovely day it is today!	I'm enjoying it.	Was it a good game?
2 It's very wet today.	Yes, no problems.	That's very kind of you.
3 How are you today?	I'm very well, thanks.	We had a pub lunch and went for a walk.
4 Did you have a nice weekend?	No, I missed it.	The plane was a bit late, but it didn't matter.
5 How are you finding living in London?	Thank you.	Makes you feel miserable, doesn't it?
6 Did you have a good journey?	Thank you very much.	I got it in Paris last year.
7 Did you watch the football yesterday?	Yes.	How about you?
8 What a lovely coat you're wearing!	Yes, it was lovely.	It was a bit strange at first, but I'm getting used to it.
9 If you have any problems, just ask me for help.	Mm. Horrible.	Beautiful, isn't it?

Complete the questions.

1 **A** I hope to go to university.

B (What/want/study?) _____

2 **A** One of my favourite hobbies is cooking.

B (What/like/make?) _____

3 **A** I get terrible headaches.

B (When/start/get/them?) _____

4 **A** We're planning our summer holidays at the moment.

B (Where/think/go?) _____

5 **A** I'm tired.

B (What/like/do/tonight?) _____

Task 4. Write an essay about the theme :“The global problems in the world”

(minimum words 150)

Teenagers Problems

Everybody was a teenager, that's why everybody can say that it's very difficult to be a teenager. Everyone has different problems, but teenage problems are special.

One of the worst teenage problems is schooling. Sometimes you feel bad because of teachers' or classmates' attitude to you. You are tired of studying, that's why you don't have energy and time for doing other things. Also I'd like to say that a lot of teens like to look older, that's why they obtain bad habits like smoking, drinking, taking drugs, etc. But a teen can have bad habit because of problems in private life. Absence of the second half, loneliness, lack of pocket money or parents' misunderstanding can inspire teen, that his best friend is a bottle or a cigarette. None should be angry because of teen's feelings, because the boy or the girl often doesn't control his or her feelings. Streets and street bands can make a teen ruder and crueller, that's why parents shouldn't allow their children to have such interests. I know a lot of boys and girls, who think that cleaning their room is the most important problem of humanity. They think it's boring and useless, because the room will become dirty 5 minutes later.

I think, teens who have mania to comps are very boring and uninteresting. You can't speak with them about something beside of «Sims» or «GTA». It's a real problem, to my mind. Every teenager has a favorite singer, writer or sportsman. But no one should become a fan, because we can kill our individuality and become clones. Sometimes a quarrel between teens can lead to serious law's violations. It's very dangerous! Also bad relationships between members of the family make the teen very emotional. The teen doesn't get along with parents and relatives. Parents press on their child, they think he is iron and he doesn't feel soul ache. Parents want us to study very well; they don't understand that we do everything as good as we can. They don't respect our interests thinking that we become strange because of music or sporty.

I think that when a person grows and stops being a teen, he or she stops understanding us. Only teens can understand people, who are the same age as he is. It's really difficult to be a teenager!

New words

English	Russian	Uzbek
attitude	Отношение	ruhiyat
obtain	Получать	qo'lg'olmoq
habit	Габитус	odat
drug	лекарственный	dori
loneliness	Одиночество	yolg'izlik
crueler	Жесток	zolim
human	Человек	inson

relative	относительный	qarindosh
strange	Станный	ajoyib
relationship	Отношения	aloqa
iron	Железо	temir
soul ache	душевная боль	ruhiyog'riq
respect	Уважение	hurmat

Task 1. Speaking topic related questions.

1. Who is teenager?
2. What do you think that teenagers have lots of problems?
3. What do you think that parents or teacher are important in their life?
4. Which one is important for teenagers?
5. What do you think that father or mother are important role for teens?

Task 2. Check the facts and if they true mark T, otherwise F or not given in the text(NGT):

1. One of the worst teenage problems is schooling_____
2. You are tired of studying, that's why you don't have energy and time for doing other things_____
3. None should be angry because of teen's feelings, because the boy or the girl often doesn't control his or her feelings_____
4. You can speak with them about something beside of «Sims» or «GTA». It's a real problem, to my mind_____
5. Sometimes a quarrel between teens can lead to serious law's violations. It's very well_____
6. I don't think that when a person grows and stops being a teen, he or she stops understanding us____

Task 3. A) Make a dialogue about theme with your group mates“TEENAGERS PROBLEMS”. B) Make conclusion about them (minimum prolong time 30 minutes)

Listening task 1. Headway Pre.Intermediate 13 (1)

3 Complete the sentences in **A** with *so*, *such a*, *such*, *so many*, or *so much*. Then match them with the sentences in **B**.

A	B
1 Their house is _____ mess!	I could eat a horse.
2 There were _____ people at the party!	I don't know where it's all gone.
3 I'm _____ hungry!	You really didn't have to.
4 Jane and Pete are _____ nice people!	She understands every word I say.
5 I've spent _____ money this week!	There was nowhere to dance.
6 A present! For me? You're _____ kind!	Thank you so much for inviting us.
7 We've had _____ nice time!	But I can't stand their kids.
8 Molly's _____ clever dog!	I don't know how they live in it.

Listening task 2. Headway Pre.Intermediate 13 (2)

1 Complete the conversations with the correct expressions.

I'm sorry Excuse me of course Pardon

- 1 A _____! Can I get past?
 B _____?
 A Can I get past, please?
 B _____. I didn't hear you. Yes, _____.
 A Thanks a lot.



That's right Oh, what a pity Congratulations Never mind I hear

- 2 A _____ you're going to get married soon. _____!
 B _____, next July. July 21. Can you come to the wedding?
 A _____! That's when we're away on holiday.
 C _____. We'll send you some wedding cake.
 A That's very kind.



Hurry up all right Oh, dear Just a minute I haven't a clue

- 3 A _____! Look at the time! _____, or we'll miss the train.
 B _____! I can't find my umbrella. Do you know where it is?
 A _____. But you won't need it. It's a lovely day. Just look at the sky!
 B Oh, _____. Let's go, then.



Task 4. Write an essay about the theme : “TEENAGERS PROBLEMS”
(minimum words 150)

Political structure of Uzbekistan

Political Structure: Constitution and Government

ConstitutionGovernment

OliyMajlis

President

Constitution

The Constitution of the Republic of Uzbekistan was adopted on December 8, 1992, by the 11th Session of the Supreme Council of the 12th convocation. It is based on the provisions of UN documents, the Universal Declaration of Human Rights, and international public law. The Constitution consists of the preamble and six sections which include 26 chapters and 128 articles. The first section defines the major principles of the Constitution, the second section secures the fundamental rights, freedoms, and responsibilities of the people and citizens; the third section is devoted to the economic and social bedrock of the state; the fourth section determines the administrative, territorial and state structure; the fifth section defines the structure and functions of the government; the sixth section of the Constitution regulates the order of its amendment. It is necessary to note that 60 of the 128 articles are devoted to the legal status of Uzbekistan's people and citizens. This is clear evidence of the country's orientation, in which human beings are of great and principle value. In order to mark the adoption of the Constitution, December 8th was proclaimed as a public holiday - Constitution Day..

OliyMajlis

Parliament (OliyMajlis) of the Republic of Uzbekistan consists of two Chambers: The Senate and The Legislative Chamber. Senate is the Upper Chamber of territorial representation and consists of 100 members (senators). The Chairman of the Senate is Mr. Ilgizar Sobirov.

Members of the Senate are elected in equal quantity - six persons from each territorial entity (Republic of Karakalpakstan, provinces and the City of Tashkent) by secret ballot at relevant Joint Sessions of deputies of Zhokarghy Kenes of the Republic of Karakalpakstan, representative bodies of state authority of provinces, districts, cities and towns among their deputies. Sixteen members of the Senate are appointed by the President of the Republic of Uzbekistan from the most respectable citizens with large practical experience and special merits in the sphere of science, art, literature, industry and other spheres of state and public activity.

The term of Senate's office - 5 years. The Legislative Chamber consists of 120 Deputies elected by territorial constituencies on multiparty basis. The Speaker of the Chamber is Mrs. Dilorom Tashmukhamedova.

President

The presidency was instituted in Uzbekistan on March 24, 1990. The president is the head of the state and executive power. The president of the Republic of Uzbekistan is simultaneously the Chairman of the Cabinet of Ministers of the Republic of Uzbekistan. The President is elected by nation-wide elections for a term of five years. A citizen of the Republic of Uzbekistan, who has reached the age of 35 years, having an excellent command of the official language, permanently residing in the territory of Uzbekistan not less than 10 years prior to the elections can be elected as the president. One and the same person cannot be the president of the Republic of Uzbekistan over two successive terms. The constitutional authorities of the President are extensive.

He performs as a guarantor of democracy and observer of the constitution, represents Uzbekistan in international relations, concludes and ensures the observance of signed international treaties and agreements, forms and manages the cabinet of executive power, signs the laws, is the Supreme Commander-in-Chief, etc. Upon the expiration of presidential term, the president becomes a member of the Constitutional Court for the term of his life. Islam Karimov is the first president of the Republic of Uzbekistan; he has been performing these duties since 1990. In December 2007, Islam Karimov was re-elected as the President of the Republic of Uzbekistan for a new term.

Cabinet of Ministers

The Cabinet of Ministers is formed by the president and approved by the OliyMajlis of the republic. The Cabinet of Ministers is the supreme executive power of the state. The Cabinet of Ministers include the Prime Minister, First Deputy Prime Minister, Deputies of the Prime Minister, ministers, chairmen of state committees, heads of large state concerns and corporations, and the Chairman of Karakalpakstan's government. The Cabinet of Ministers ensures the execution of laws and other decisions issued by the OliyMajlis and decrees and orders of the President. The Cabinet of Ministers also guarantees effective functioning of the economy, society and the spiritual sphere. It issues decrees and enactments, which are mandatory for the execution by all the acting bodies, institutions, and citizens in the entire territory of the country.

The building of the Cabinet of Ministers is situated on the Mustaqillik Square in the center of Tashkent.

Judicial Authority

The court is the sole state body which administers justice. Judicial system of Uzbekistan consists of the following: The Constitutional Court which controls the execution of the Constitution and its principles by all the branches of the government; the Supreme Court of the Republic of Uzbekistan which is the paramount body in the system of civil, criminal and administrative legal proceedings; Supreme Economic Court is the ultimate judicial body in the sphere of regulating economic relations. The supreme judicial bodies are elected for a

term of five years. The judicial system also includes the Supreme Court of the Republic of Karakalpakstan, the Economic Court of the Republic of Karakalpakstan, the Tashkent Municipal Court, regional, district, town, economic and military courts appointed for a term of five years. The law On Courts dated September 2, 1993 defined the legal status of the above courts.

Financial System

The Republic of Uzbekistan has its own financial and monetary-credit system. The state budget includes state budget, budget of the Republic of Karakalpakstan and local budgets. A single tax system exists in the territory of Uzbekistan. The right to determine taxes belongs to the OliyMajlis.

The Central Bank is on top of the banking system in the Republic of Uzbekistan. The state actively utilizes budgetary and centralized credit resources for capital investments into priority-driven branches of industry and investment projects. Apart from a number of measures to create a favorable credit and tax policy within the framework of the budget, the state promotes the attraction of foreign investments via the target and purpose loan program. With the aim of accounting and customs payments, the Central Bank of the Republic of Uzbekistan determines the official exchange rate of foreign currencies against the Soum on a weekly basis.

New words

English	Russian	Uzbek
provision	Обеспечение	ta'minlash
law	Закон	qonun
freedom	Свобода	erkinlik
bedrock	коренная порода	beda
evidence	Доказательства	dalillar
proclaim	Провозглашать	e'lonqiling
entity	Организация	tashkilot
representative	Представитель	vakili
simultaneously	Одновременно	birvaqtningo'zida
permanently	Постоянно	doimiy ravishda
mandatory	Обязательное	majburiy
concern	Беспокойство	tashvish
execution	Выполнение	bajarish
enactment	Принятие	qabul qilish
via	с помощью	orqali

Task 1. Speaking topic related questions.

1. When was The Constitution of the Republic of Uzbekistan adopted?
2. How many Chambers does Parliament (OliyMajlis) of the Republic of Uzbekistan?
3. Do you think that The Cabinet of Ministers is important for government?
4. Discuss about Judicial Authority.
5. Speak about financial system.

Task 2. Check the facts and if they true mark T, otherwise F or not given in the text(NGT):

1. It is based on the provisions of UN documents, the Universal Declaration of Human Rights, and international public law_____
2. The Constitution consists of the preamble and six sections which include 28 chapters and 126 articles_____
3. It is necessary to note that 60 of the 128 articles are devoted to the legal status of Uzbekistan's people and citizens_____
4. The building of the Cabinet of Ministers is situated on the Mustaqillik Square in the center of Samarkand_____
5. The Constitutional Court which controls the execution of the Constitution and its principles by all the branches of the government_____
6. The Cabinet of Ministers ensures the execution of laws and other decisions issued by the OliyMajlis and decrees and orders of the President_____
7. The Republic of Uzbekistan has its own financial and monetary-credit system_____
8. The law On Courts dated September 2, 1992 defined the legal status of the above courts_____
9. The Cabinet of Ministers also guarantees effective functioning of the economy, society and the spiritual sphere_____

10. The Central Bank of the Republic of Uzbekistan determines the official exchange rate of foreign currencies against the Sum on a weekly basis_____

Task 3. A) Make a dialogue about theme with your group mates“ WHAT IS CONSTITUTION ?”. B) Make conclusion about theme:” Financial system” (minimum prolong time 20 minutes)

Listening task 1. Complete ILTS 5-6. 14 (1-2)

Pronunciation
Consonant sounds

IELTS candidates often confuse consonant sounds, and this can change a word or meaning.

1 **13** Listen to and read these examples.

similar sounds	examples
/ʃ/ and /dʒ/	sheep / jeep
/l/ and /r/	climb / crime
/v/ and /w/	vent / went

2 **14** Work in pairs. Listen again to the first part of Abi's talk and write the missing words.

A couple of years ago, I **1** went on holiday with a friend to Windsor. Um, the **2** why we chose Windsor is that I've got an aunt who **3** there. She's been living there for 20 years now. And, well, I've always enjoyed travelling ... I've always wanted to go to the UK. At the time, my friend and I had **4** finished our exams at school and we were **5** to go to university. It was the summer break, and **6** invited us to visit her, so we decided to go.

Task 4. Write an essay about the theme : “Government of Uzbekistan” (minimum words 170)

Generation gap.

A generation gap or generational gap, is a difference of the opinions between one generation and another regarding beliefs, politics, or values. In today's usage, "generation gap" often refers to a perceived gap between younger people and their parents or grandparents.

History of generation gap

Early sociologists such as Karl Mannheim noted differences across generations in how the youth transits into adulthood and studied the ways which generations separate themselves one from another, in the home and in social situations and areas such as churches, clubs, senior centers, and youth centers.

The sociological theory of a generation gap first came to light in the 1960s, when the younger generation (later known as Baby Boomers) seemed to go against everything their parents had previously believed in terms of music, values, governmental and political views.

Sociologists now refer to "generation gap" as "Institutional age segregation". Usually, when any of these age groups is engaged in its primary activity, the individual members are physically isolated from people of other generations, with little interaction across age barriers except at the nuclear family level.

New words

English	Russian	Uzbek
generation	Поколение	avlod
younger	Младший	yosh
difference	Разница	farq
adulthood	совершеннолетие	kattalar
separate	Отдельный	alohida
senior	Старший	katta

previously	предварительно	ilgari
social	Социального	ijtimoiy
view	Вид	ko'rinishi
engage	Заниматься	harakatqilish
activity	Деятельность	faoliyati
barrier	Барьер	to'siq
interaction	взаимодействие	shovqin
nuclear	Ядерной	yadroviy
against	Против	qarshi

Task 1. Check the facts and if they true mark T, otherwise F or not given in the text(NGT):

1. Generation gap is an argument which can lead to dangerous events between youth _____
2. The sociological theory of a generation gap first went away in 1960

3. Karl Mannheim was one of the first scientists who learned differences between youth and adults

4. Generation gap is the difference of the opinions between one generation and another one regarding their beliefs _____
5. Nowadays, the term is used to light the idea of good relationship between family members _____
6. Institutional segregation and generation gap are equal phrases

7. Baby Boomers are the people of our old generation

8. There is the percentage of the generational gap in Uzbekistan showing upward trend year by year

9. Baby Boomers are the people who can do everything easily

10. There is shown high rate of global argument between adults

Task 2 Write definitions (SELF OPINION) to the words below:

Gap –

Scientist –

Belief –

Sociologist –

Generation –

Segregation –

Baby Boomer –

Argument –

Relationship –

Social situation –

Primary activity –

Gender –

Task 4. Make a dialogue about theme with your group mates

“GENERATION GAP”.


Argue the problem “GENERATION GAP IS ONE OF THE GLOBAL PROBLEMS”

Argue the theme “WHAT WOULD BE IF THERE WEREN'T GENERATION GAP”

Make conclusion about theme.

(minimum prolong time 25 minutes)


Listening task 1. Complete ILTS 5-6. 15 (1-2)

2  Listen to Jamila doing the task in Exercise 1. While you listen, complete the notes she made beforehand by writing one of the adjectives from the box in each of the gaps.

fantastic	fresh	lovely	spectacular	steep
unspoilt	warm	wonderful		

Tennyson Down

- large 1 steep hill
- 2 views
- 3 stone column
- a few years ago
- family
- walked
- 4 sunny day
- 5 weather
- ate picnic
- visited The Needles - 6 rocks
- 7 area
- good exercise
- 8 air



Task 5. Write an essay about the theme :

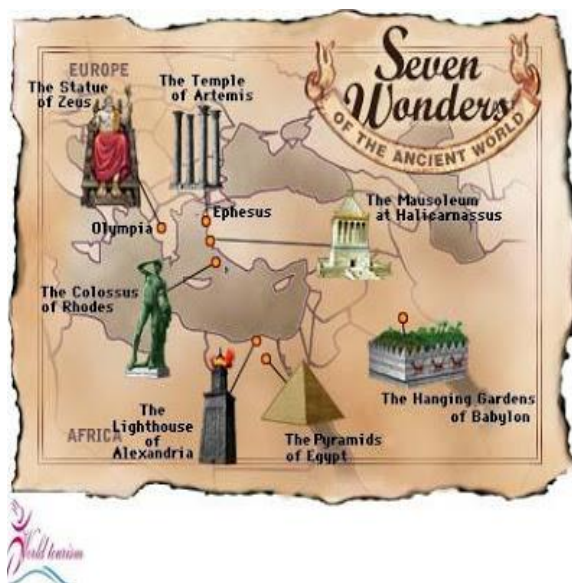
“Advantage and disadvantage of generation gap”

(minimum words 140)

WORLD TOURISM










International tourist arrivals reached 1.035 billion in 2012, up from over 983 million in 2011, and 940 million in 2010. In 2011 and 2012, international [travel demand](#) continued to recover from the losses resulting from the [late-2000s recession](#), where tourism suffered a strong slowdown from the second half of 2008 through the end of 2009. After a 5% increase in the first half of 2008, growth in international tourist arrivals moved into negative territory in the second half of 2008, and ended up only 2% for the year, compared to a 7% increase in 2007. The negative trend intensified during 2009, resulting in a worldwide decline of 4.2% in 2009 to 880 million international tourists arrivals, and a 5.7% decline in international tourism receipts.






International tourism receipts

International tourism receipts grew to US\$1.035 trillion (€740 billion) in 2011, corresponding to an increase in real terms of 3.8% from 2010. The [World Tourism Organization](#) reports the following countries as the top ten tourism earners for the year 2011, with the [United States](#) by far the top earner.

Most-visited countries by international tourist arrivals.The [World Tourism Organization](#) reports the following ten countries as the most visited in terms of the number of international travellers.

Rank	Country	UNWTO Region	International tourist arrivals (2012)	International tourist arrivals (2011)	Change (2011 to 2012) (%)	Change (2010 to 2011) (%)
1	 France	Europe	83.0 million	81.6 million	▲1.8	▲5.0
2	 United States	North America	67.0 million	62.7 million	▲6.8	▲4.9
3	 China	Asia	57.7 million	57.6 million	▲0.3	▲3.4
4	 Spain	Europe	57.7 million	56.2 million	▲2.7	▲6.6
5	 Italy	Europe	46.4 million	46.1 million	▲0.5	▲5.7
6	 Turkey	Europe	35.7 million	34.7 million	▲3.0	▲10.5
7	 Germany	Europe	30.4 million	28.4 million	▲7.3	▲5.5

Rank	Country	UNWTO Region	International tourist arrivals (2012)	International tourist arrivals (2011)	Change (2011 to 2012) (%)	Change (2010 to 2011) (%)
8	 United Kingdom	Europe	29.3 million	29.3 million	▼0.1	▲3.6
9	 Russia	Europe	25.7 million	22.7 million	▲13.4	▲11.9
10	 Malaysia	Asia	25.0 million	24.7 million	▲1.3	▲0.6

New words

English	Russian	Uzbek
arrival	прибытие, приезд	kelish, uchibkelish
demand	спрос, требование	Talab
loss	исчезать, разводить, деление	yo'qolish, ajralish
suffer	провести через себя	azobtortmoq
intensify	усиление, усиливать	kuchaytirish, kuchaytirmoq
trend	Направление	yo'nalish
decline	снижение, понижение	qisqarish
correspond	подходить, точно	mosbo'lmoq
rank	Ряд	Saf
increase	рост, (развитие туризма,	ko'tarilish

	пoвышeниe кaчeствa)	
organization	Организация	Tashkilot

Task 1. Answer the questions.

1. What is the world tourism?
2. In 2010, 2011, 2012 years how many international tourist arrivals did reach?
3. Speak about international tourist arrivals in 2008 year.
4. Speak about international tourism receipts.
5. Speak about [Turkey](#) and [United Kingdoms](#)' international tourist arrivals in 2011, 2012 years.
6. Speak about [Italy's](#) international tourist arrivals in 2012 year.

Task 2. Vocabulary practice. Complete these sentences, using the words in the box.

balloon	field	nervous	out of sight	wave
clouds	head for	north	perfect	weather

1. On a fine day, when the ... is really good and there are no ... , you can see the mountains *from* here.
2. I had a trip in a ... last week. I didn't enjoy the experience, though. I felt all the time.
3. Let's that farm over there - to the of the village.
4. The plane made a landing in a small beside a river.
5. Quick! to those people before they are

Task. 3 Choose the right meaning.

1.cancel 2.beforehand 3.miracle 4. staffroom 5.glimpse
6.experiments 7.flood 8.greet

1.earlier 2. wonderful event 3. not give 4. welcome 5. trying to
find something out 6.a lot of moving water 7.room for teachers 8. quick
look

Task 4. Fill in the gaps with *must*, *mustn't* or *needn't*, and one of the verbs from the list.

paint-buy- forget- phone – be - touch -go - finish

- 1 I...*must* *phone*.. Alan. I haven't spoken to him for a long time.
- 2 You the oven, it's very hot.
- 3 Youyour work now. You can do it tomorrow.
- 4 We to post the letters. They'reveryimportant.
- 5 Wethe living room. The walls are very dirty.
- 6 You shopping today. We've got a lot of food,
- 7 Tom late for work. The boss will be angry.
- 8 You any new clothes. You've got enough.

Listening task 1. Track 11.8

You will hear about dialogue talking two persons. Fill in the missing words.

Dialogue

- A I'm out! This newcost the earth.
- B Come on! It's good to yourself every now and
- A Believe, that guy's going places.
- A Don't I know it! He that consultancy job that we all
- A The holiday's It's back to the world.
- B You can sayagain. Back to earth with a !
- A What! You are not on Saturday night!

B I can't. My dad me smoking and I've ever beenfor two weeks.

A Hey! Great to see you! I you weren't going to be able to it.

B I nearly wasn't. I have to heaven and earth to get

A We're caution to the wind and to Oz.

B Don't you folks live down under?

A, you know you want to go out with me

B In your Not if you were the last man on!

A Can you these instructions? Where on thedo all these screws.....?

B Don't ask me. I was floored by the last lot I

A I don't want , so I'll do the driving

B Great! That me down to the

THE BUSINESS PARTNERSHIP



When a proprietor wants to expand a business, one way to do so is to form a partnership, a business formed for profit by two or more co-owners. The rights and duties of a partnership are regulated by laws of the state where it is formed and by a legal agreement entered into by the co-owners. Usually an agreement specifies the amount of money each is investing and the duties each partner assumes. A partnership agreement also may provide for a "silent partner" who does not take part in the management, but who invests money in the business.

The partnership has the advantage of pooling managerial talent. One partner may be qualified in production, another in marketing. The partnership, like individual ownership, is exempt from most of the reporting that the government requires of corporations. Furthermore, it has a favorable tax position when compared with the corporation. Federal taxes are paid by individual partners on their share of earnings; beyond that the business is not taxed. A major disadvantage of the partnership is that each member is liable for all the debts of the partnership; the act of any partner is legally binding upon all the others. If one partner takes a large amount of money from the business and squanders it, the others must pay the debt.



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Partnerships suffer another major disadvantage: decision-making is shared. If partners have serious and constant disagreements, the business is bound to suffer.

Nonetheless, the partnership remains a vital part of the overall business economy. The Internal Revenue Service reported that between 1970 and 1982, there were approximately half as many business partnerships as corporations.

New words

English	Russian	Uzbek
proprietor	владелец	mulkdoregasi
expand	расширять	Kengaytirmoq
regulate	регулировать	me'yordatutmoq
laws	законы	Qonunlar
form	создавать	tuzmoq, shakillantirmoq
amount	количество	soni, hajmi
assumes	предполагать	taxminqilmoq
advantage	преимущество	Afzallik
pooling	объединять	mujassamlashtirmoq
ownership	владение	Egalik
exempt	освобождинный	ozod qilmoq
reporting	отчет, доклад	Hisobot
require	требовать	talabqilmoq
Furthermore	более того	shungaqaramay

favorable	благоприятный	iltifotli
tax	налог	Soliq
share	доля	Ulush
earning	заработка	ishhaqi
beyond	вдали	uzoqda, u tomonda
disadvantage	не выгодное наложения	noqulayholat
liable	ответственный	Javobgar
legally	законно	Qonuniy
binding	переплёт, обшивка	muqova, ulaydigan
squander	растрачивать	sarf qilish
bound	связанный	bog'liqbo'lmoq
suffer	страдать	Tashvishlanish
nonetheless	тем не менее	shundankelibchiqib
remain	оставаться	qolmoq, saqlamoq
approximately	приблизительно	Taxminan
vital	Жизненный	ehtiyojli, kerakli

Task 1. Answer the questions

- 1) How many co-owners are forms of partnership?
- 2) What does it mean “silent partner”?
- 3) What is a rule of managerial talent in BP?
- 4) What is a tax position in BP?
- 5) Federal taxes are paid by individual partners on their share aren't they?
- 6) What is a suffering partnership?
- 7) Were there any approximate in business partnerships?

Task 2. Fill in the gaps the way you think appropriate.

1. If you ... modern art, you ...
2. The old Town Hall ... if it ... a tourist attraction.
3. If you need any more advice, ...
4. If you ... just come this way, ... you where it is...
5. I ... told them that you ... coming if I ... before hand.
6. You won't be able to hire a car ... you have got ...

7. If you ... now, you ... there before the match starts.
8. I you ... stay for more than a week, you ... better off getting a cheap rail pass.

Task 3. Give definitions for the following words:

- a) Sustainable tourism / soft tourism
- b) Proprietor / ...
- c) Amount / ...
- d) Assumers / ...
- e) Liable / ...
- f) Suffering / ...
- g) Approximately / ...
- h) Debts / ...

Task 4. What is the English for.

- a) Turistikxizmatlarbozori.
- b) Turizmdareklamavositlari.
- c) Kichikbiznesniahamiyati.
- d) Joriykichikbiznessoliqlari.
- e) Kichikbiznesdaqonuniyharakatlar.

Listening task 1.Track 12. Headway intermediate

You will hear about dialogue talking two persons. Complete the sentences with the correct word.

Some

Any

Every

No

+

thing

one / body

where

- 1 'Did you meet _____ nice at the party?'
'Yes. I met _____ who knows you!'
- 2 'Ouch! There's _____ in my eye!'
'Let me look. No, I can't see _____.'
- 3 'Let's go _____ hot for our holidays.'
'But we can't go _____ that's too expensive.'
- 4 'I'm so unhappy. _____ loves me.'
'I know _____ who loves you. Me.'
- 5 I lost my glasses. I looked _____, but I couldn't find them.
- 6 'Did you buy _____ at the shops?'
'No, _____ . I didn't have any money.'
- 7 I'm bored. I want _____ interesting to read, or _____ interesting to talk to, or _____ interesting to go.
- 8 It was a great party. _____ loved it.

T 4.3 Listen and check.

Listening task 2. Track 13. You will hear about dialogue talking two persons. Fill in the missing words.

Complete the questions.

- 1 **A** I hope to go to university.
B (What/want/study?) _____
- 2 **A** One of my favourite hobbies is cooking.
B (What/like/make?) _____
- 3 **A** I get terrible headaches.
B (When/start/get/them?) _____
- 4 **A** We're planning our summer holidays at the moment.
B (Where/think/go?) _____
- 5 **A** I'm tired.
B (What/like/do/tonight?) _____

T 5.2 Listen and check. What are **A**'s answers? Practise the conversations with a partner.

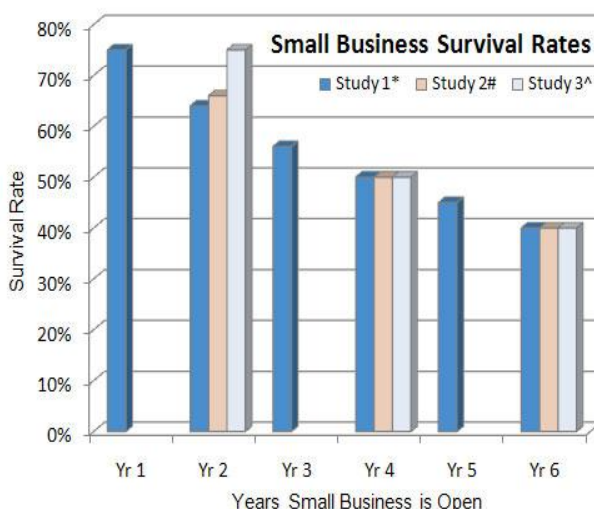
SMALLBUSINESS



Analysts of small business recognize that several economic factors tend to thwart this business form. To offset these factors, legislation was enacted creating the Small Business Administration, an independent federal agency. In Washington, D.C., and in regional offices around the country, trained specialists provide professional expertise and financial assistance to those wishing to form small businesses or to those already operating such businesses.

In a typical year, the SBA guarantees about \$3.5 thousand-million of bank loans made to small businesses. These loans usually are for the purchase of plant, equipment and inventory.

A unique feature of the SBA is the management assistance that is offered to new or faltering businesses. In the SCORE program, successful entrepreneurs who are retired volunteer their services to help others. Working in conjunction with individual state agencies and universities, the SBA also operates about 700 Small Business Development Centers that provide technical and management assistance to new and existing small businesses.



African-, Asian- and Hispanic-Americans. The agency also administers an aggressive program to identify international markets and joint venture opportunities for small businesses that have export potential.

In addition, the SBA is well known for its disaster relief program. Ever since its inception, the SBA has offered assistance to homeowners and business firms suffering physical damage as a result of floods, hurricanes, tornadoes and other natural disasters.

New words

English	Russian	Uzbek
Tend	направляться	yo'naltirmoq
Thwart	перечить: мешать	amalg oshirishga qo'ymaslik
Offset	компенсировать	zararni qoplamoq
Legislation	законодательство	qonuntuzish
Enact	вводить, ставить	rol o'ynamoq
Trained	Подготовленный	tayyorlangan
Provide	обеспечить	ta'minlamoq
Loans	ссуда	qarz
Purchase	покупка	xarid
Inventory	опись	mol mulk ro'yxati
unique	уникальный	noyob, kam uchraydigan
faltering	спотыкаться	ikkilanmoq
score	получат	hisobga ega bo'lmoq

entrepreneur	предприниматель	ishlab chiqaruvchi
retired	уходит на пенсию	nafaqaga chiqmoq
volunteer	добровольный	ko'ngilli
existing	существовать	mavjud bo'lmoq
effort	попытка	urinib ko'rmoq
minorities	меньшинства	kamchilik, oz
aggressive	агрессивный	tajovuzkor
identify	определятся	aniqlamoq
joint	совместного предприятия	qo'shma korxona
disaster	катастрофа	fojiya
inception	основания	boshlash joyi
homeowners	владелец	uy joy egasi
suffering	страдание	zaxmat chekish
damage	повреждение	zarar yetkazish
floods	наводнение	suv bosishi
hurricanes	ураганы	bo'ronlar
tornadoes	смерч	qattiq shamol
disasters	бедствие	nochorlik

Task 1. Answer the questions.

1. What is it SBA?
2. How many loans separate to small businesses in a typical year?
3. What is differences between small business with another business?
4. Why is SBA make a serious effort to fund programs?
5. Is the SBA well known in Uzbekistan?
6. Are any low to defend the SBA?
7. What will be peccary for your SBA?
8. What is the Banks rule in SBA?
9. How much USA dollars you have spent in your small business?
10. Where is general administration of SBA situating?

Task 2. Complete the sentences with necessary grammar rules.

- 1) ... Links, Incorporated and its NGO representative to the United Nations, have worked diligently to produce ... strong and cohesive plan to strengthen its work with the United Nations.
- 2) The Model UN program engages grade school and college students at Historically Black Colleges and Universities, as well as ... other institutions of higher learning, to become informed and active citizens of this changing world.
- 3) Students are invited to special events sponsored by ... Links, Incorporated and are encouraged to become involved in international affairs by working with the United Nations.
- 4) This program's goal is to provide as many ... international experiences for our students as possible.
- 5) Through the Model UN program, students are given the opportunity to research and discuss complex global issues such as the role of women in developing countries, apartheid, ... child labor and human development.

Task 3. Put the prepositions very necessary.

- 1) The SBA makes a serious effort ... fund programs ... minorities.
- 2) Management assistance ... new and existing small businesses.
- 3) These loans usually are ... the purchase ... plant equipment and inventory.
- 4) ... a typical year, the SBA guarantees about \$3.5 thousand-million ... bank loans made ... small businesses.
- 5) Working ... conjunction ... individual state agencies and universities.
- 6) ... off set these factors, legislation was enacted creating the SBA?
- 7) ... Washington D.C. and ... regional offices around the country, trained specialists provide professional expertise.

Task 4. Translate from Uzbek into English.

1. Jahonhamjamiyatidakichikbizneso'ziningma'lumbirharakterigaega.
2. Sizavvalamboro'zingiznibiznesrejangiznituzibchiqishingizlozimbo'ladi, qachonkikichikbiznesbilanshug'ullanishdanoldin.

3. Dunyoningengnufuzlibiznesmenlario'zfaoliyatlariniavvalamborkichikbiznes nirivojlantirishdanboshlaganlar.
4. Harqandaymamlakatnimilliyiqtisodiyotnirivojlantirishdakichikbiznesningrol ijudamuhimhisoblanadi.
5. Biznesdako'plabtavakkalchiliklarbo'lib, ularba'zanomad, ba'zaninqirozgaolibkeladi.

Listening task 1.Track 14.Headway intermediate 6.8

Complete the conversation, using an adjective of similar meaning from the box.

fed up	generous	brilliant	messy	modern	wealthy
--------	----------	-----------	-------	--------	---------

- 1 'Mary's family is very rich.'
'Well, I knew her uncle was very _____.'
- 2 'Look at all these new buildings!'
'Yes. Paris is much more _____ than I expected.'
- 3 'Wasn't that film wonderful!'
'Yes, it was _____.'
- 4 'George doesn't earn much money, but he's so kind.'
'He is, isn't he? He's one of the most _____ people I know.'
- 5 'Ann's bedroom's really untidy again!'
'Is it? I told her it was _____ yesterday, and she promised to clean it.'
- 6 'I'm bored with this lesson!'
'I know, I'm really _____ with it, too!'

EMPLOYMENT



Employment refers to the situation of being employed: it is a contract between two parties, the employer and the employee. According to the World Travel and Tourism Council (WTTC) in their 2006 travel and Tourism Economic Research report, the travel and tourism industry

worldwide generates 234 million jobs, representing over 8 per cent of global employment. The WTTC estimates that by 2016 the number of people employed in travel and tourism will have reached 279 million, this represents 9 per cent of the workforce globally or one in every 11 jobs. This includes direct employment but also indirect employment, with calculations based on the relative contributions of other sectors. The European Union has calculated that 8 million people are directly employed within the tourism sector in Europe and it is anticipated that employment opportunities will grow by a further 2 million within the next decade; some scholars argue that such statistics are inflated yet the relative importance of tourism as an employer cannot be underestimated. Employment in the sector suffers from specific problems: Jobs tend to be low paid, compared with other sectors. In certain instances, they tend to be low – skilled with few opportunities for progression and career development. Employment tends to be seasonal or part – time in nature. In certain areas, technological progress requires fewer staff to be employed.

Enclave tourism

In political geography, an enclave is a piece of land which is totally surrounded by a foreign territory, like West Berlin before the 1990 German reunification. By analogy, enclave tourism refers to holidays in self – contained resorts, usually located in tropical, coastal areas offering activities such as scuba – diving and amenities such as swimming pools and tennis courts. Sandals Resorts and Club Med are typical examples.

Enclave tourism is characterized by:

- High level of leakage, as the resorts usually belong to multinational firms and most goods are imported.
- Very limited interactions between hosts and guests, with the exception of low – paid resort staff.
- Limited benefits for the local community outside the all – inclusive resort, because tourists hardly leave the complex, which prevents an informal tourism sector to develop.
- Local resentment against a form of segregation considered as neocolonialism.

Enclave tourism creates a ‘golden ghetto’ for tourists; this is an illustration of dependency theory and vertical integration.

Words and expressions

argue-спорить

complex-совместный

coastal-прибрежный

illustration-пример

host-хозяин

Task 1. Answer the following questions:

1. What is the employment?
2. How many jobs does the travel and tourism industry worldwide generate according to the World Travel and Tourism Council?
3. What specific problems does employment in the sector suffer from?
4. What is the estimation of the people employed in travel and tourism made by WTTC by 2016?
5. What are two types of employment?
6. What is an enclave?
7. What is enclave tourism characterized by?
8. What does enclave tourism create for tourists?

Task2. Choose the words for each question, as in the example. One word is left. What is it?

knife	beans	menu	waiter	chef
sorbet	glass	onions	pear	fork
cheese	juice	wine	cream	cup
chicken	orange	beef	fruit salad	

1 types of vegetable beans

2 types of meat

3 types of drink.....

4 dairy products(made from milk).....

5 you use these for drinking

6 you eat with these

7 they work in a restaurant

8 types of dessert

8 types of fruit

Task3. Read these descriptions of famous dishes from around the world. What are their names? Use a dictionary to help you, if necessary.

1. It's a type of sandwich. It is filled with a piece of meat, which is cooked on a grill. The meat is usually topped with mayonnaise and ketchup and sometimes cheese.

2. They are little creatures with shells and you find them in the garden in many countries. They are cooked in a garlic and parsley sauce and served hot as a starter.

3. The base is a type of bread, made with flour and water. This is topped with a special tomato sauce and grated mozzarella cheese. You can also put pieces of meat or vegetables on top. It's cooked in the oven at a very high temperature.

4 It's usually a main course and there are many different types of dish. It's made with meat, fish or vegetables. It's cooked in a sauce made with different spices, and it's often served with rice. It's an Indian specialty.

Now write a short description of a dish from your country.

.....
.....
.....
.....
.....

Here some sentences you would hear or use in a restaurant. Chose words from the box below to complete the second gap in each sentence. Then write a or some in the first gap, as in the example.

wine bottle fruit spoon
knife sugar glass receipt

1 And what would you like to drink, madam?

I'll have a bottle of mineral water , please.

2 Excuse me. Could I have for my soup?

3 I'd like with my main course.

Me too. Do you prefer red or white ?

4 How can I help you?

Could you bring me of water , please

5 I don't have for these cheese.

You can take mine. I don't want any cheese.

6 Would you like a dessert ?

Yes, I think I will have

7 Could you bring me for my coffee, please?

8 Here's my credit card. Could I have , please?

Yes, I'll bring it immediately.

Task4. Match the sentences on the left with the responses on the right.

- | | |
|---------------------------------------|--------------------------------------|
| 1 Could I book a table for three? | a No, thanks. I'll just have coffee. |
| 2 What do you recommend? | b Yes, I'll bring it immediately. |
| 3 Could I have the wine list, please? | c Downstairs, sir. |
| 4 Would you like a drink? | d Do you take VISA? |
| 5 Would you like some dessert? | e No. This is on me. |
| 6 Where are the toilets? | f I'm sorry. We're full tonight. |
| 7 How would you like to pay? | g Yes. I'd like a whisky, please. |
| 8 Please. Let me pay. | h It's a pleasure. |
| 9 Thank you for inviting me. | i I suggest the lasagna |

Listening task 1. Track 15. Headway intermediate 7.4

Match a line in A and B and a sentence in C. There is more than one answer.

A	B	C
1 I've known my best friend	from 1988 to 1996.	It's not bad. I quite like it.
2 I last went to the cinema	for an hour.	I went camping with some friends.
3 I've had this watch	two weeks ago.	We met when we were 10.
4 We've used this book	since 1985.	I really need a cup of coffee.
5 We lived in our old flat	since the beginning of term.	My Dad gave it to me for my birthday.
6 We haven't had a break	for years.	We moved because we needed somewhere bigger.
7 I last had a holiday	for three years.	The film was rubbish.
8 This building has been a school	in 1999.	Before that it was an office.

THE HOTEL SERVICES



Many of us luxury travelers believe that **service makes the difference** between a very nice hotel and a memorable hotel. But what constitutes truly great [luxury hotel](#) service?

To find out how a savvy hospitality consultant appraises hotel service, I spoke with one of the world's best: NYC-based expert **Eric Weiss** of [Service Arts Inc.](#)

Eric is a hotel-service guru who terms the hotel trade "the ultimate people business." He is called in to consult and train at some of the world's top hotel and resorts, including *all those pictured on this page*. See if Eric's definitions of hotel service make you see your hotels in a new



way.

And then see some scary details: [bad hotel trends we hate](#).

And if you can take it, 12 "tells" that convey that a luxury traveler [is..really...not](#).

An Available Hotel General Manager or Resident Manager

A hotel needs a top manager – a GM or resident manager – who is **on premises** and not sequestered in an office or focused on conference business. The **boss must be present**, available, and in evidence.

He or she should be out on the floor greeting guests and putting a face on hotel operations. Connected, committed, **on-on-one hotel service** starts at the top and sets the tone for the entire hotel.

An Emotionally Intelligent and Spirited Staff

To be great, a hotel needs a team -- both management and front-line staffers – with emotional intelligence. This means **intuitive people sense**, empathy, and genuineness.



There's the phrase "hospitality personality," which goes further than cheerfulness. That's important, but so are natural kindness, graciousness, humor, and *joie de vivre*. A person who quietly makes guests feel comfortable and important.

A great, [five-star hotel](#) employee also thinks things through. He or she has a sense of priority, attention to detail, practicality, follow-through and efficiency."

You could boil all this down to the question: does the guest feel that a hotel staffer **really cares** about them? Sadly, I'd say that this happens 10% of the time.

A great reception desk and checkin team:

- Make a guest feel more important than the computer, with immediate and direct eye contact. The clerk's manner is personal, engaging, and efficient
- Offers not a vague "How are you?," but a hospitable greeting: "Welcome/Good evening/So nice to have you here/It's a pleasure"
- Is candid about room placement and noise issues (A converted smoking room? Fresh paint? A dog/kids/honeymooners next door?)
- Is discreet. The guest's name and (horrors!) room number should never be spoken

- If there is an issue, either during checkin or once the guest has seen the room, the front desk should be willing and eager to solve the problem, no questions asked

There's so much variation here. Room service can be **exquisite and personalized**, or perfunctory and so-what. What makes the difference:

- A room-service menu that accurately describes every dish, no guesswork, no surprises
- Phone personnel trained to take your order accurately and answer any questions
- Timing: delivery when promised; and no more than 30 minutes tops for impulse order
- The server knocks and asks where to set up, and asks when to return to clear
- Lovely presentation makes the difference between 4-star and 5-star room service. I want fine tableware and china, and linens, and a hothouse flower in a silver vase
 - When the service is cleared, the cart should be brought to a hidden service area, not left in the hall

Seamless service is like a symphony

At a great hotel, the staff is finely tuned, like an orchestra. They are conducted by a skilled, intuitive, and committed GM. Everyone knows their job, how to get it done, how to work with other staffers, and – most importantly – **how to read each guest.**

The bottom line: a hotel's goal is to create a **memorable experience** which guests will want to repeat – and tell their friends, colleagues, and online review outlets about.

You know **great service** when you find it; it feels brilliant and rare, but at the same time completely natural – the way things should be.

New words

English	Russian	Uzbek
luxury	роскошь	xashamat
memorably	памятный	esda qolarli
consult	консультироваться	maslaxatolmok
resort	курорт	kurort
include	включать	ichigaolmoq
entire	целый	butun
intuitive	интуитивный	intuitiv
staff	желез, палка	xodim
kindness	доброта	yaxshilik
attention	внимание	diqqat
honeymoon	медовый месяц	asaloyi
accurate	точный	aniq
knock	стучаться	taqillatmoq
issue	выход	chiqmoq
truly	правдиво	chindan
trend	тенденция	moyillik
focus	центр	markaz
savvy	способныйбсмышле	zehnli, idrokli
premises	здание	inshoat,bino
hospitality	гостеприимство	mehmondo'stlik
seam	Слой	chok, qatlam, qavat

Answer the questions

1. What means of tasks has the hotel general manager?
2. What means intelligent and spirited staff?
3. What kind of habits should be hidden in hospitality?
4. How can be hospitable greetings?
5. How can be room and phone service?
6. What is a hotel's goal?
7. Who can rule hotel's great luxury service?

Task1. Put the prepositions.

... a great hotel, the staff is finely tuned, like an orchestra. They are conducted ... a skilled, intuitive, and committed GM. Everyone knows their job, how ... get it done, how ... work with other staffers, and – most importantly – **how ... read each guest.**

The bottom line: a hotel's goal is ... create a **memorable experience** which guests will want ... repeat – and tell their friends, colleagues, and online review outlets about.

You know **great service** when you find it; it feels brilliant and rare, but ... the same time completely natural – the way things should be.

Task 2. Now choose the right meaning.

- | | |
|-------------------------------|-------------|
| 1 go to | a) hostel |
| 2 talks | b) lectures |
| 3 have a part of | c) so far |
| 4 a place where students live | d) lectures |
| 5 until now | e) attend |
| 6 very bad | f) share |
| 7 all right | g) proper |

- | | |
|--------------------|-------------------|
| 8 in spite of this | h) almost in rags |
| 9 waited | i) all the same |
| 10 real | j) very well |
| 11 old and torn | k) hard |
| 12 very much | l) hesitated |

Task 3. Complete these sentences, using the words in the box.

beard	fortune	hotel	nuisance	rags	world
childhood	gentle	lunatic	proper	voice	

1. What did he look like? Well, he had a long. and his clothes were almost completely in
2. Let's look for a . . . restaurant. Perhaps there's one in that. over there.
3. Please don't be a. ! I don't want you to tell my, thanks!
4. Does he really keep a gorilla in his garden? Well, in that case he must be a !
5. Is it true you spent your in different parts of the?
6. Everyone likes her probably because it's soft and

Task 4. Replace each word in bold with a subject or object pronoun.

- Peter is repairing the TV
- Eat your breakfast!
- is Emma reading the newspaper?
- The children are playing with the ball.
- Don't touch the wires!.....
- Mother is talking to Simon.....
- Are Peter and Tim listening to the radio?

Task 5. Writing task.

Some say you should always marry for love; others say that in an uncertain world it is wiser to marry for money. Discuss both points of view and give your own opinion. (at least 150 words).

Listening task 1. Track 16. Headway intermediate 11.2

Complete the conversation and practice them with a partner.

- 1 A Are Coca-Cola and hamburgers sold *only* in America?
B No, they aren't. They _____.
- 2 A Was Cola-Cola invented by Louis Lassen?
B No, it _____.
- 3 A Were the first hamburgers made in 1948?
B No, they _____.
- 4 A Was the first McDonald's restaurant opened in New York?
B No, it _____.
- 5 A Have 2,500 restaurants now been opened worldwide?
B No, not 2,500. _____.

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