Rating of the hotels

A system for rating hotels according to quality is widely used in France, and other countries. This system puts the top hotels in a special "deluxe" category, with others receiving from five stars to one star or "A's". The standard features include private bathrooms, room telephones, and recreational facilities and so on. The difference in quality between hotels is not entirely a matter of equipment or furnishing. The proportion of employees to guests and/or guest rooms is also a matter of prime importance. In general, the accommodations industry is labor-intensive, that is, it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. A small motel, family owned and operated, may have only three employees per ten rooms, and hire a made to do the housekeeping chores. A hotel that pride itself on its quality of service also maintains high standards of performance. The American Automobile Association (AAA) classifies hotels by diamond award, and the Mobile Travel guide offers a five-star award. The AAA has been inspecting and rating the nation's hotels since 1977. Less than two percent of the19, 500 properties inspected annually throughout the United States, Canada, and Mexico earned the five diamond award, which is the association's highest award for excellence. One-diamond properties have simple roadside appeal, and the basic lodging needs two-diamond properties have average roadside appeal, with some landscaping and a noticeable enhancement in interior décor. Three diamonds carry a degree of sophistication through higher service and comfort. Four diamonds have excellent roadside appeal and service levels that give guests what they need before they even ask for it. Five- diamond properties have the highest service levels, sophistication, offerings. The Mobile Travel Guide in the USA offers a five-star award. The guide currently gives the five-star award to thirty-five lodging properties.

LIVEWORKSHEETS

1. **Words:**

a. quality- качество;

b. feature- черта;

c. furnishing- меблировка;

d. ratio- пропорция, соотношение;

e chores (chars)- домашняя работа;

f. appeal- привлекательность;

g. lodging- жилище;

h. enhancement- увеличение;

I. sophistication- усовершенствование;

j. properties- свойства (собственность).

2. **Find in the text**

система ранжирования отелей	
стандартные удобства	
отдельные ванные комнаты	
телефоны в номерах	
соотношение сотрудников к гостям и/или номерам	
в роскошном отеле	
в крупном коммерческом отеле	
нанять человека	
для ведения домашнего хозяйства	
высокие стандарты работы	
ежегодно	
за выдающиеся достижения	
уровень обслуживания	
объектам размещения	

LIVEWORKSHEETS

3. Correct these statements:

A. A system for rating hotels according to quantity puts the top hotel in a special "deluxe" category.

B. The standard features include common (общие) bathrooms, telephones, and etc.

C. A small family motel usually has three employees for every guest.

D. The American Automobile Association classifies hotels by star award.

E. One- diamond properties have the highest service levels.

LIVEWORKSHEETS