

Модульна контрольна робота з англійської мови

Максимальна кількість балів: 100 балів (відповідає 5 балам)

Інструкція:

- Контрольна робота складається з трьох рівнів складності.
- Кожен рівень має свою вартість балів.
- Уважно читайте завдання перед тим, як дати відповідь.

Рівень I (Максимум 35 балів)

Завдання 1. Оберіть правильну відповідь. (1 бал за кожную правильну відповідь, всього 10 балів)

1. Which type of establishment primarily serves drinks and light snacks?
a) Restaurant b) Café c) Canteen d) Hotel
2. What is a document listing food and drink items available in a restaurant?
a) Invoice b) Receipt c) Menu d) Order
3. Which of these is NOT a common duty of restaurant staff?
a) Taking orders b) Serving food c) Cleaning tables d) Repairing equipment
4. What is essential for all food service staff to maintain?
a) Personal hygiene b) A loud voice c) Fast driving skills d) A strict diet
5. Which piece of kitchen equipment is used for baking?
a) Blender b) Oven c) Frying pan d) Toaster
6. What do you offer a guest when they first arrive at a restaurant?
a) The bill b) A menu c) Their coat d) A seat
7. Which meal is typically served in the morning?
a) Dinner b) Lunch c) Breakfast d) Supper
8. What is the main purpose of quality control in a restaurant?
a) To increase prices b) To ensure high standards of food and service
c) To reduce staff d) To limit choices

9. When should you address a guest's complaint?

- a) Never b) Immediately c) At the end of the meal d) The next day

10. Which word describes a formal meal served on a special occasion?

- a) Snack b) Buffet c) Banquet d) Picnic

Завдання 2. З'єднайте англійське слово з його українським перекладом. (1 бал за кожне правильне співставлення, всього 10 балів)

English Word		Ukrainian Translation
1. Waiter		Столові прилади
2. Cutlery		Піднос
3. Beverage		Офіціант
4. Tray		Бронювання
5. Reservation		Гостинність
6. Silverware		Напій
7. Hospitality		Стандарт
8. Standard		Кухонне приладдя
9. Utensils		Обідня зала
10. Dining room		Срібні прибори (столові)

Завдання 3. Виберіть правильний варіант дієслова (1 бал за кожну правильну відповідь, всього 15 балів)

1. A good waiter always _____ customers with a smile.

- a) is greeting b) greeted c) greets d) greeting

2. Right now, the chef _____ the special soup of the day.

- a) prepares b) prepared c) is preparing d) prepare

3. Yesterday, I _____ a table for four for Mr. Jones.

- a) reserve b) am reserving c) reserved d) was reserving

4. While the guests _____ their dinner, the manager entered the dining room.

- a) eat b) are eating c) ate d) were eating

5. All staff members _____ wash their hands before handling food.
a) can b) may c) must d) few
6. "_____ I take your order now, sir?" asked the waiter.
a) Must b) Can c) Many d) Little
7. How _____ sugar do you put in your coffee?
a) many b) few c) much d) some
8. There are only _____ free tables left, so we need to hurry.
a) much b) little c) few d) many
9. She always _____ the quality of products.
a) is checking b) checks c) check d) checked
10. What _____ you _____ when the customer complained?
a) were / doing b) are / doing c) did / do d) do / do
11. Excuse me, _____ I use your pen for a moment?
a) must b) can c) much d) little
12. There is _____ time left to prepare the dessert, we need to be quick.
a) many b) few c) little d) a lot of
13. How _____ customers did you serve last night?
a) much b) little c) many d) a few
14. Our kitchen _____ new equipment next month.
a) get b) will get c) was getting d) got
15. Last week, the restaurant _____ a special event for charity.
a) is organizing b) organizes c) organized d) will organize

Рівень II (Максимум 35 балів)

Завдання 4. Оберіть правильну відповідь. (1 бал за кожну правильну відповідь, всього 10 балів)

1. What is the main characteristic of a "fine dining" restaurant?
 - a) Fast food
 - b) Casual atmosphere and low prices
 - c) Self-service
 - d) High-quality food, elegant ambiance, and excellent service
2. Which document details the sequence of dishes in a multi-course meal?
 - a) Recipe book
 - b) Menu
 - c) Inventory list
 - d) Supplier invoice
3. What is a "sommelier" responsible for in a restaurant?
 - a) Cooking food
 - b) Managing the kitchen staff
 - c) Wine service and pairing
 - d) Cleaning dishes
4. Before starting work in a kitchen, what must every employee ensure about their hands?
 - a) They are moisturized.
 - b) They are clean and disinfected.
 - c) They are decorated with rings.
 - d) They are cold.
5. When recommending specials, a waiter should:
 - a) Invent new dishes that are not on the menu.
 - b) Describe them enthusiastically and accurately, highlighting key ingredients.
 - c) Just list the names without any details.
 - d) Only recommend dishes that are about to expire.
6. When meeting a guest, what is the first thing a waiter should do?
 - a) Immediately ask for their order.
 - b) Politely greet them and offer assistance.
 - c) Point them to any empty table.
 - d) Ask them to wait outside.
7. What is a common practice when a guest has dietary restrictions?
 - a) Ignore their requests.
 - b) Refuse service.
 - c) Serve them the standard menu anyway.
 - d) Offer alternative dishes or modify existing ones.
8. Which of these is a typical element of formal table setting?
 - a) Paper napkins
 - b) Plastic forks
 - c) Multiple wine glasses
 - d) Disposable plates
9. What does "handling a complaint" mean in customer service?

- a) Arguing with the customer. b) Ignoring the customer's dissatisfaction.
c) Listening to the customer and finding a solution. d) Blaming the customer.

10. What is a "buffet" meal service?

- a) Food served individually at tables. b) Guests serve themselves from a variety of dishes.
c) Only pre-packed meals are available. d) Food is delivered to homes.

Завдання 5. З'єднайте термін та його пояснення. (1 бал за кожне правильне співставлення, всього 10 балів)

Term	Letter	Explanation
1. Galley		a. A specific sequence of dishes served during a meal.
2. Mise en place		b. A small, usually private, dining room.
3. Prix fixe menu		c. The kitchen on a ship or airplane.
4. Back of House		d. All kitchen staff and their duties.
5. Front of House		e. An established standard for quality control.
6. A la carte		f. The part of a restaurant where staff interact directly with customers.
7. Set menu		g. A menu where each item is individually priced.
8. Private dining		h. Everything that is prepared and organized before actual cooking begins.
9. Kitchen brigade		i. The part of a restaurant not visible to customers, like the kitchen.
10. HACCP		j. A menu with a fixed price for a specific number of courses.

Завдання 6. Заповніть пропуски в діалозі між офіціантом (Waiter) та гостем (Guest). (1 бал за кожну правильну відповідь, всього 15 балів)

Words: *table, recommend, sparkling, enjoy, order, ready, menu, course, complaint, prefer, water, welcome, still, main dish, dish*

Waiter: Good evening! _____ to "The Culinary Haven". Do you have a _____ reservation?

Guest: Good evening! Yes, it's under the name Smith.

Waiter: Ah, yes, Mr. Smith. Your table is _____ for you. Please follow me. (Leads to the table)

Here is your _____. Are you ready to order some drinks?

Guest: Yes, please. I'd like some _____. Do you have _____ or _____ water?

Waiter: We have both, sir. Which do you _____?

Guest: Still, please.

Waiter: And for food? May I _____ our Chef's Special _____? It's a fantastic seafood _____.

Guest: That sounds tempting. What's the main _____?

Waiter: It's grilled salmon with asparagus and roasted potatoes.

Guest: I think I'll go for that. My wife will have the chicken salad.

Waiter: Excellent choices! (Takes the order) Your drinks will be right out.

(Later) Guest: Excuse me, waiter. I have a small _____. This salmon is a bit undercooked.

Waiter: I apologize, sir. I will immediately take it back to the kitchen and have a new one prepared for you. I'm very sorry for this inconvenience.

(After receiving a new dish) Guest: This is much better, thank you!

Waiter: You're most welcome, sir. _____ your meal!

Рівень III (Максимум 30 балів)

Завдання 7. Складіть речення, використовуючи надані слова та додаючи пропущені елементи (артиклі, прийменники, допоміжні дієслова тощо), якщо це необхідно. Зверніть увагу на правильну граматичну структуру. (2 бали за кожне правильне речення, всього 20 балів)

1. Restaurant / staff / must / always / be / polite / guests.
2. Quality / control / ensure / food / safety / and / customer / satisfaction.
3. Our / kitchen / equip / modern / appliances.
4. Guests / from / different / countries / often / have / special / dietary / needs.
5. How / do / you / handle / difficult / customers?
6. The / menu / include / variety / traditional / and / international / dishes.
7. Proper / table / setting / important / formal / dining.
8. Waiter / present / bill / after / guest / finish / meal.

9. This / restaurant / specialize / seafood / cuisine.

10. It / essential / maintain / high / standards / hygiene / all / areas.

Завдання 8. Дайте розгорнуті відповіді на відкриті питання. (2 відкритих питання, 5 балів за кожну відповідь, всього 10 балів)

1. Imagine you are a waiter greeting a new guest. Describe the steps you would take from the moment they enter the restaurant until they are seated and ready to order drinks. (3-4 речення)
2. Explain the importance of personal hygiene and sanitation standards for all personnel working in a food service establishment. Provide at least three specific examples. (3-4 речення)

Система оцінювання:

Загальна кількість балів:

- Рівень I: 35 балів (Завдання 1: 10 балів; Завдання 2: 15 балів; Завдання 3: 10 балів)
- Рівень II: 35 балів (Завдання 4: 10 балів; Завдання 5: 10 балів; Завдання 6: 15 балів)
- Рівень III: 30 балів (Завдання 7: 20 балів; Завдання 8: 10 балів)
- **Всього:** 35 + 35 + 30 = **100 балів**

Переведення у 100-бальну шкалу: Ваша кількість балів за цю роботу і є оцінкою за 100-бальною шкалою.

Переведення у 5-бальну шкалу:

- 90-100 балів (відмінно): 5
- 75-89 балів (добре): 4
- 60-74 балів (задовільно): 3
- 30-59 балів (незадовільно): 2
- 0-29 балів (незадовільно): 1