

Catering Services

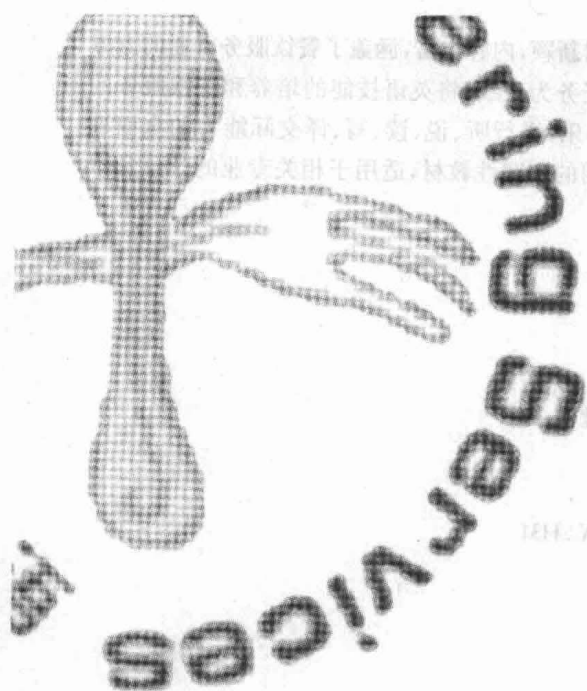
餐饮英语

● 行业英语系列教材

邢怡 主编

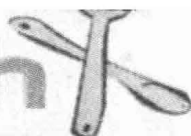


高等教育出版社



餐饮
英语

English
in Catering Services



主 编 邢 怡
副主编 庄 婷 张浩然

高等教育出版社

内容提要

本书是行业英语系列教材中的一本,其选材新颖,内容丰富,涵盖了餐饮服务行业的方方面面。本书围绕餐饮服务行业的职业需求,以任务为主线,将英语技能的培养和餐饮服务的培训结合在一起,通过任务模块的形式,寓教于乐,进行听、说、读、写、译交际能力的全面训练。本书是一本极具操作性、注重语言灵活运用的实践性教材,适用于相关专业的学生和本行业的社会从业人员。

图书在版编目(CIP)数据

餐饮英语/邢怡主编. —北京:高等教育出版社,
2003.7
ISBN 7-04-012157-3

I. 餐… II. 邢… III. 饮食业—英语 IV. H31

中国版本图书馆 CIP 数据核字(2003)第 054505 号

策划编辑 陈锡鏊 责任编辑 周俊华
封面设计 王 铮 责任印制 蔡敏燕

书 名 餐饮英语
主 编 邢 怡

出版发行 高等教育出版社
社 址 北京市西城区德外大街 4 号
邮政编码 100011
电 话 021-56719902
010-82028899
传 真 021-56965341

购书热线 010-64054588
021-56964871
免费咨询 800-810-0598
网 址 <http://www.hep.edu.cn>
<http://www.hep.com.cn>
<http://www.hepsh.com>

排版校对 南京展望照排印刷有限公司
印 刷 常熟市华通印刷有限公司

开 本 787×960 1/16
印 张 18.25
字 数 400 000

版 次 2003 年 7 月第 1 版
印 次 2003 年 7 月第 1 次
定 价 28.00 元(含光盘)

凡购买高等教育出版社图书,如有缺页、倒页、脱页等质量问题,请在所购图书销售部门联系调换。

版权所有 侵权必究

前言

众所周知,我国高等教育的模式已经发生了巨大的变化,即从原先的强调培养研究型人才的精英化教育模式转变为注重培养应用型人才的大众化教育模式,而全国高等教育也已经开始进入提高质量和进行结构改革的新阶段。目前,高等职业技术教育已快占据了我国高等教育的半壁江山。随着高等职业技术学校数量的增加,高等教育本来已经面临的剧烈竞争达到了白热化的阶段。高等教育整体资源已经显示出供过于求的迹象,于是许多人开始把重点转移到优质教育上面,即注重教育的内涵发展,而不是外延扩展。

那么,高等职业技术教育的优质从何而来,内涵又是什么呢?很显然,优质来自市场的反馈,内涵意味着开发核心产品。说到底,高等职业技术教育的好坏取决于行业的评估结果,其核心竞争力来自学校与行业的紧密结合。不强调学多少,学多深,而强调学的东西在行业里能用到多少,用得效果好不好,这些就是高等职业技术教育的办学宗旨。

高等职业技术教育从本质上讲是就业教育,学校遵循的原则是按需办学。成功的办学模式是从过去的学校办学转化为产学合作,教育与产业需求同步,教学的内容就是产业实际需要用的东西。

国家教育部为高等职业技术教育提出的“实用为主,够用为度”的原则恰好符合了专门化用途英语的教学规律,紧密结合了行业的实际,突现了高等职业技术教育的特点,将上岗培训纳入到了教学内容中来。

由高等教育出版社组织编写的行业英语系列教材恰到好处地体现了这个原则。我们有充分的理由相信,在高等教育出版社的精心组织下,由众多高职高专学校教学一线的老教师们编写的行业英语系列教材将会是我们奉献给中国高等职业技术教育的一份精

美礼品。

中国有句俗语：“民以食为天”。饮食文化一直是我们中华民族值得骄傲的文化瑰宝。随着国际化进程的不断加快，服务艺术与烹饪艺术的国际化标准变得尤为重要，服务的标准化和规范化对餐饮行业的从业人员提出了更高的要求。我们编写这本《餐饮英语》的目的正是要把语言教学和职业教育融为一体，把英语技能的培养和餐饮服务培训结合在一起，以任务为主线，围绕餐饮行业的职业需求，从听、说、读、写等多方面全面培养学生在行业中运用英语解决问题的能力，充分体现学以致用原则。

《餐饮英语》共分 14 个单元，内容涵盖了餐饮服务行业的方方面面。每个单元都围绕一个主题展开，通过任务模块的形式进行行业英语语言听、说、读、写、译的训练。编排方式灵活多样，不拘一格，并安排了大量的口头练习，突出交际能力的训练，鼓励学生进行课堂讨论。除此之外，编者还为学员们精心设计了一些寓教于乐的学习方式，从而使英语学习成为一种令人愉悦的休闲娱乐活动。

《餐饮英语》由上海旅游高等专科学校邢怡担任主编，庄婷和张浩然担任副主编。邢怡负责全书的统稿以及第 11、12 和 13 单元的编写工作。庄婷负责第 1、2、3、4、5 和 14 单元的编写工作；张浩然负责第 6、7、8、9 和 10 单元的编写工作。

由于时间仓促，编者的能力有限，书中不妥和错讹之处在所难免，敬请读者指正。

为了使用者学习方便，本书附有 MP3 光盘 1 张，并另配录音带 1 盒。

编 者

2003 年 6 月

郑 重 声 明

高等教育出版社依法对本书享有专有出版权。任何未经许可的复制、销售行为均违反《中华人民共和国著作权法》，其为人将承担相应的民事责任和行政责任，构成犯罪的，将被依法追究刑事责任。为了维护市场秩序，保护读者的合法权益，避免读者误用盗版书造成不良后果，我社将配合行政执法部门和司法机关对违法犯罪的单位和个人给予严厉打击。社会各界人士如发现上述侵权行为，希望及时举报，本社将奖励举报有功人员。

反盗版举报电话：(010)82028899 转 6897 (010)82086060

传 真：(010)82086060

E - mail : dd@hep. com. cn

通信地址：北京市西城区德外大街4号

高等教育出版社法律事务部

邮 编：100011

购书请拨打读者服务部电话：(010)64054588



CONTENTS

UNIT 1	Types of Restaurants	1
Part I	Types of Restaurants According to Food-style	1
Part II	Types of Restaurants According to Service-style	5
Part III	Western-style Restaurants and Chinese Restaurants	9
Part IV	Listen, Listen, and Listen	15
UNIT 2	Foodservice Staffing	16
Part I	The Basic Personnel Structure of a Restaurant	16
Part II	Organization of the Service Staff and Their Work	19
Part III	Guidelines for Service Staff	24
Part IV	Listen, Listen, and Listen	28
UNIT 3	Reservation	30
Part I	Some Essentials of Reservation Arrangement	30
Part II	Guidelines for Taking Reservations	35
Part III	Cases of Taking Reservations	40

Part IV	Listen, Listen, and Listen	45
UNIT 4	Setting Table	46
Part I	Setting Tables Properly	46
Part II	Folding Napkins and Laying a Tablecloth	49
Part III	Table Setting for Chinese and Western Dinners	59
Part IV	Listen, Listen, and Listen	69
UNIT 5	Seating the Guest	72
Part I	The Essentials of Seating	72
Part II	Assigning Tables	77
Part III	Showing Guests to the Table	80
Part IV	Listen, Listen, and Listen	84
UNIT 6	Recommending Dishes	86
Part I	Selling According to an Expressed Need	86
Part II	Suggesting Alternative Menu Items	90
Part III	Plus Selling	94
Part IV	Switching Customers to Available Foods	98
Part V	Listen, Listen, and Listen	101
UNIT 7	Taking Orders	102
Part I	Menu Structure	102
Part II	The Breakfast Menu	109



Part III	Lunch and Dinner	115
Part IV	Listen, Listen, and Listen	123
UNIT 8	Food Preparation	124
Part I	Pre-cooking Working	124
Part II	Methods of Cooking Foods	130
Part III	Listen, Listen, and Listen	137
UNIT 9	Beverage Service	139
Part I	Alcoholic Beverage	139
Part II	Wine and Food	146
Part III	Wines	150
Part IV	Listen, Listen, and Listen	155
UNIT 10	Alternative Services	157
Part I	Room Service	157
Part II	Fast Foods	163
Part III	Take-away or Take-out Service	167
Part IV	Buffet Service	169
Part V	Listen, Listen, and Listen	173
UNIT 11	Serving a Banquet	175
Part I	Banquet Service	175
Part II	The Menu	181



Part III Rules for Serving Banquets	186
Part IV Listen, Listen, and Listen	189
UNIT 12 Cashier	190
Part I Cash Control	190
Part II Using a Cash Register	194
Part III Credit Cards and Payment	198
Part IV Listen, Listen, and Listen	202
UNIT 13 Sanitation and Safety	205
Part I A Welcoming Environment	205
Part II Food Poisoning and First Aid	209
Part III Personal Hygiene	217
Part IV Listen, Listen, and Listen	223
UNIT 14 Handling Complaints	225
Part I The Guest Is Always Right	225
Part II Do's and Don'ts of Handling Complaints	229
Part III Cases of Handling Complaints	233
Part IV Listen, Listen, and Listen	240
Tapescript	242
Reference Keys	257

UNIT 1

Types of Restaurants

Part I Types of Restaurants According to Food-style



VOCABULARY BRICKS

catering /'keɪtərɪŋ/n. 为(宴会)提供酒菜	gourmet /'guːməɪ/n. 美食家
chain /tʃeɪn/n. 连锁	décor /'deɪkɔː/n. 装饰;装潢
combination /kəmbrɪ'neɪʃən/n. 结合(体)	franchise /'fræntsaɪz/n. 特许权;专卖权
moderate /'mɒdərət/a. 中等的,适中的	standardized /'stændədaɪzd/a. 标准化的



READING COOKIES

Four Categories of Restaurants

In modern society, catering service has become both a sort of necessity and a sort of enjoyment. The industry will offer people a wide range of needs and tastes to meet their different demands. These differences bring about various types of restaurants. In terms of the food and services they offer, restaurants basically fall into four categories: *the gourmet restaurants*, *the family-type restaurants*, *the specialty restaurants*, and *the convenience restaurants*.

A gourmet is a person who can appreciate the best in food and drink, and who is good at choosing combinations of dishes, good wines and so forth. A restaurant that offers meals appeal to such a person is *a gourmet*



restaurant. These restaurants are the most expensive and luxurious of all restaurants.

A *family-type restaurant* is an eating-place serving simple food at moderate prices that appeal to family groups. The principal feature is the standardized food and service it offers to its customers. Many of these restaurants are owned by chains or operated under a franchise.

A *specialty restaurant* offers a limited variety or style of food. It is a restaurant with special décor, furnishing and what's more, a specific choice of dishes. It may also be referred to as a *theme restaurant* or an *ethnic restaurant*. Both the quality of the food and the prices are usually between those of the gourmet and family-type restaurants.

A *convenience restaurant* serves customers who want to eat in a hurry and are interested in fast service, cleanliness and low price. A modern variation of this type of restaurant is the fast food operation. Thousands of these establishments have sprung up all over the world in recent years. Fast foods are those that can be prepared, served and eaten quickly. The most typical fast food probably is the hamburger, and the fried potato strip.



SITUATIONAL CONVERSATION

Choosing a Suitable Restaurant for Christmas

Christmas is coming. John (J) and his friend Wang (W) are discussing how to celebrate this beautiful Christmas Eve.

J: Hi, Wang, tomorrow is the Christmas Eve. Have you got any plan for it?

W: How about a splendid dinner for the special evening?

J: Good idea! But what shall we have?

W: That's up to you. KFC or McDonalds?



J: Are you serious? Just hamburger and fried potato strip, such fast food for Christmas?

W: Oh, I am just kidding. Maybe you will like a gourmet restaurant with romantic atmosphere. Its meals are often taken from one of the acknowledged great world cuisine, say, Chinese, French, or Hungarian.

J: It sounds great. But you know, I have got a tight budget these days.

W: But this time it's on me.



J: No, let's go Dutch. What do you think of the specialty restaurant?

We may choose a restaurant with both a special flavor and a special atmosphere, and the price is also reasonable.

W: OK. I'll book a table and pick you up at 5:30 tomorrow afternoon.

J: See you then.

Notes

1. In terms of the food and services they offer, restaurants basically fall into four categories: *the gourmet restaurants*, *the family-type restaurants*, *the specialty restaurants*, and *the convenience restaurants*: 从其提供的食物和服务来看,餐馆大致可分为4类:精品餐馆,连锁餐馆,风味(主题)餐馆以及快餐店。
2. *That's up to you*: 由你做主,随你便。

3. I have got a tight budget these days: 近来我手头比较紧。
4. ... this time it's on me:这次由我来做东。
5. go Dutch: 各付各的。

Game 1. Answer Questions

Go back to the Reading Cookie, read it again and answer the following questions.

1. Why do you think there are so many restaurants of various kinds in modern society?
2. How many categories can restaurants be divided into according to the food-style they offer?
3. What is a gourmet restaurant? What food and service can it offer to its customers?
4. What are the similarities and differences between family-type and specialty restaurants?
5. What does the customer of a convenience restaurant want?

Game 2. Dialogue Completion

Go back to the Situational Conversation, read it aloud with your partner. Then complete the following dialogue and practice it with your partner.

John (J): Hey, Adam, tomorrow is your birthday, how are you going to celebrate this special day?

Adam (A): I want to have a big dinner with my friends. But I haven't decided where to go.

J: If you and your friends are particular and know a lot about cuisine, you'd better choose a 1 restaurant.

A: Oh, no, I'm not a millionaire.

J: Then how about a 2 restaurant? There you can feel reliable because you can get standardized food and service.

A: But the food there is too simple.

J: You are so demanding! Mm ... What do you think of the 3 restaurant? In such a restaurant, you can enjoy a particular kind of food.

A: Great! The atmosphere is OK, and also I can afford it. Ah, Chinese food! It is excellent.

Part II Types of Restaurants According to Service-style



VOCABULARY BRICKS

buffet /'bu:feɪ/ n. 自助餐	haute cuisine /əʊt ku:'zi:n/ 高级烹饪术
banquet /'bæŋkwɪt/ n. 宴会	cafeteria /kæfɪ'tɪəriə/ n. 自助餐厅(食堂)



READING COOKIES

Four Types of Restaurants

What restaurants and caterers provide are not only a meal, or a product, but also a service. In terms of the ways of service, there are basically four types of restaurants; *table service*, *counter service*, *self-service* and *carry-out* or *take-away*.

In *table service restaurants*, customers are seated at tables where food is served by a waiter or waitress. The four standard forms of table service in common use today in western countries are French service, Russian service, plate service and American service. French service is often used in haute cuisine restaurants. The food is completed on a table beside the guests' seats after the guests' ordering. With the form of Russian service, the food is perfectly cooked in the kitchen, presented to the guests first, the serving plates containing the food are placed on a side table next to the dining table, and then served onto individual plates. The most common serving method is plate service. The food is placed on individual plates in the kitchen and carried out to each guest. American service combines the advantages of plate service and French service. The food is individually plated in the kitchen,

carried out on a serving tray, and placed on a side table next to the dining table. And then the plates are served to guests.

In *counter service restaurants*, customers sit at a counter and are served either by the person who prepares the food or by a waiter or waitress.

A *self-service restaurant* is also called a buffet or cafeteria. In such kind of restaurants, there is usually a place, esp. a long table where food is displayed, and people choose the food they like, serve for themselves and eat standing up or sitting down nearby.

A *carry-out or take-away* is a restaurant from which cooked meals can be taken away to be eaten somewhere else. This kind of restaurant often serves fast food. Customers place their orders at a counter or by telephone ahead of time, and then take out the food to wherever they wish to eat it.



SITUATIONAL CONVERSATION

The manager of a restaurant (M) is giving instructions to his staff, some new waiters (W), concerning the tasks they are going to have.

Work Hard with the Instructions (1)

- M: Hello, gentlemen, if you have any questions concerning our restaurant and your future job, don't hesitate to ask me.
- W: Manager, I wonder whether all of us have the same task in the restaurant or maybe we have different jobs to do.
- M: Good question! As a matter of fact, different styles of restaurants may ask their waiters to do different things. For example, in a counter-service restaurant or a take-away restaurant, you will not have a lot of things to do, but probably you will not have a lot of money to earn, too! In a self-service restaurant, they even don't need you.
- W: That's why we choose this restaurant. It's a table-service restaurant.



M: You said it! But you should realize that table-service restaurants might also have many varieties. You have several different methods to serve your guests.

W: What are they?

M: The most impressive method is French service. The food is served to the guests after having been presented and prepared at the table.

W: So it is! Just imagine all the food you will eat is prepared in front of your own eyes!

M: It's also the most complicated one. For the Russian service method, having been prepared in the kitchen, the dish is presented to the guests and served onto individual plates. This method is used for banquets and similar events.

W: And I know there is also a method called American service.

M: This method combines the advantages of plate service and French service.

W: Plate service?

M: Yes. Plate service is the most common serving method in our restaurant, you are asked to use this method usually.

W: Can you explain it to us?

M: Sure. Follow me to the table.

Work Hard with the Instructions (2)

M: Here we are. The plate service is a method in which the food is placed on individual plates in the kitchen and presented to guests individually. Each guest should be served quickly and courteously. Ah, you should remember, usually, women are served first.

W: That's the principle of "Ladies first".

M: Yeah. And, attention, gentlemen! Entrees may be served from the guest's right using your right hand; or, preferably, from the guest's left side using your left hand. All other dishes should be placed on the guest's left side.