

English

● 中等职业学校

饭店服务 与管理英语 练习答案

(第二版)

ENGLISH
FOR HOTEL SERVICE
AND MANAGEMENT

中等职业学校专业英语编写组

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中等职业学校

饭店服务与管理

英语练习答案

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内 容 简 介

本书是中等职业学校《饭店服务与管理英语》(第二版)的配套用书。全书共 16 单元,与教材各单元相呼应。本书可供教师参考,也可供自学者选用。

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1

What Is a Hotel?



KEY TO THE WARM-UP

Section A: *Listen carefully, and choose the words you hear from the tape.*

- (d) 1. It's a 5-star _____ in our city.
 a. house b. home c. hour d. hotel
- (c) 2. Mr Bellow is a _____ guide.
 a. too b. two c. tour d. tower
- (a) 3. I'll be a _____ of Xinzhong Hotel.
 a. trainee b. trainer c. train d. training
- (b) 4. Give me a _____ of water, please.
 a. class b. glass c. miss d. trees
- (c) 5. He has gone to the United States on _____.
 a. busy b. bus c. business d. pass

Section B: Fill in the blanks with the words you hear from the tape.

A hotel is a home away from home for the travelers. The guests can stay and rest, eat and drink, entertain and do shopping there. Service is the most important product that a hotel sells.

参 考 译 文

课 文

我 的 梦

每个十多岁的青年对明天都有梦想。我的梦想是做个优秀的饭店工作者。我把服务看作是事业，我将通过感人肺腑的服务，为中外宾客创造一个临时的家。当我让客人们享受着饱含中国情趣的舒适服务时，我将多么自豪！当我结交那么多来自天南地北、各行各业的朋友时，请想一想我是多么幸福！当我的饭店由于我们实实在在的努力而日益兴旺的时候，那是多么激动人心的事啊！您难道不觉得饭店工作是一个多么荣耀的职业？您难道不认为我的梦想既是高尚的却又绝不过份？

冰冻三尺非一日之寒。实现我的梦想决非易事。我要努力做到心情愉快、仪表整洁，对人彬彬有礼，与同事协力同心，讲究高效、谙熟外语。最最重要的品质是充满爱心和热心助人。

我喜欢我的梦想。我热爱祖国的饭店接待业。愿我的梦想在明天实现。愿那充满机遇与挑战的人生永远与我们年轻人同在！

对话一

饭店业入门知识

情景：安妮（安）和乔治（乔）是旅游职校的两个学生，在谈论他们未来在饭店业中的工作。

乔：安妮，我们快要毕业了，你想到什么样的饭店工作，豪华旅游饭店还是会议饭店？

安：嗯，我想到旅游胜地饭店工作，我想我能满腔热情地为客人服务。你呢？

乔：五星级旅游饭店或者国宾馆是我的首选。

安：真棒！那么，你最喜爱的部门是什么？

乔：我想要么到前厅部当接待员，要么到餐饮部当酒吧招待员。

安：不过我期望在销售部当销售员。

乔：我多么希望我们的梦想能够成真！

对话二

求 职 面 试

情景：人事部经理（理）手持安妮（安）的履历，正在与她面谈。

理：早上好，安妮小姐。请坐。

安：谢谢。

理：从你的履历上得知你在旅游职校受过良好的教育。请问你在学校里所学的最重要的是什么？

安：服务。

理：好，那么，什么是服务？

安：服务是指理解和满足他人的需求。我愿意尽自己最大的努力为所有的饭店客人提供满意的服务。

理：好，那为什么你想要到我们饭店来为客人服务？

安：嗯，贵饭店是一家五星级饭店。我获知贵店的管理体制对我颇为适宜。这是我选择贵店的理由。

理：你想要到销售部当销售员，不过如果把你安排在客房部当客房服务员呢？

安：呃，我会把它当作一个新的挑战，先生。

理：不过你要知道那儿的工作相当辛苦。

安：嗯，我在学校里受了不少训练，此外，我有干重活的思想准备。

理：好，对了，还有一件事，你什么时候能开始工作？

安：我愿马上开始。

理：好吧，一周后将奉告决定。谢谢你来面谈。再见。

安：谢谢您抽出时间，先生。再见。

KEY TO THE EXERCISES

1. Small Group Work

1. Questions for comprehension.

(1) What is a hotel?

A hotel is a temporary home for the travelers from home and abroad.

(2) What is service? What are the goals of service?

Service means to understand and fulfil the needs of others. The goals of service are to create a temporary home for travelers from home and abroad and open a window to the world people for the country.

(3) Why do you choose to work in a hotel?

Because I can let the guests enjoy comfort with Chinese flavor, also I can make so many friends of all nations and from all walks of life.

(4) Do you think that the hotel service is an honorable work? Why?

Yes, I do. Because through our down-to-earth effort, my hotel enjoys more and more financial success with more and more guests' praises on our service.

- (5) How can a schoolboy or girl become a qualified hotel employee?

He or she must exert himself or herself to be neat and pleasant in appearance, courteous to everyone, cooperative with co-workers. Moreover, high efficiency, perfect skill and knowledge of science and languages are indispensable. The most important quality is the real liking for people and the warm desire to help them.

- (6) Is it important to have a good knowledge of languages for the hotel staff? Please give some reasons.

Yes, it is. (Give your own reasons.)

2. *Recite Dialog I and Dialog II, and practise them with your classmates in and after class.*

(Do it yourself.)

3. *Cued dialog.*

(Do it yourself.)

4. *Mini role-play.*

(Do it yourself.)

5. *See it and say it.*

(Do it yourself.)

II. WHATs and HOWs in Our Business

1. *Decide whether the following statements are true or false.*

(T) (1) Hotel service is an honorable occupation.

- (T) (2) With good training and a lot of practical experience, one can master the art of dealing with customers.
- (F) (3) A higher salary is always the most important reason for a person to change his job.
- (F) (4) Since a hotel is a home away from home for all the traveling guests, we are creating a home for our guests only.
- (T) (5) There is a salary increase based on one's job performance and education background.

2. *What type of hotel would you recommend to the following persons?*

Guest A: I've been hitch-hiking from Beijing to your city. Are there any cheap places where I could stay over night?
A bed-and-breakfast hotel.

Guest B: I'm arranging the Annual Conference of American Hoteliers (饭店老板).
A convention hotel.

Guest C: My wife and I and our two children are going by car to Hangzhou and would like to stop somewhere for one night.
A motel.

Guest D: I have had heart trouble and would like to get some treatment in pleasant surroundings.
A resort.

Guest E: The prime minister (首相) is going to visit Beijing next week.
A state guesthouse.

III. Structure and Vocabulary Drills

1. Fill in the blanks with the proper forms of the words or phrases given.

take ... as consider	make friends choose	look forward to
-------------------------	------------------------	-----------------

- (1) He enjoys making friends with workers and farmers.
(2) We are looking forward to a new boom in China's tourism industry.
(3) People consider him one of the best employees in our hotel.
(4) I take the hotel as my home.
(5) He chooses to face the new challenge.

2. Change the following sentences into exclamation sentences.

- (1) Beijing is a great city.

What a great city Beijing is!

- (2) This hotel is very deluxe.

How deluxe this hotel is!

- (3) He works very hard.

How hard he works!

- (4) I'm very proud to be a Chinese.

How proud I am to be a Chinese!

- (5) The weather is fine today.

How fine the weather is today!

IV. Skills Developing

1. *Translate the following into Chinese.*

Hotel departments may be divided into "the Front of the House" and "the Back of the House" departments. "Front of the House" departments are those in which the staff have extensive guest contact. "Back of the House" departments are those in which the staff have little or no direct guest contact.

饭店的部门可以分为前台和后台。前台指的是员工和顾客有广泛接触的部门，后台指的是员工和顾客接触较少或没有接触的部门。

2. *Writing.*

(Do it yourself.)

KEY TO THE READING COMPREHENSION

Choose the best answer according to the passage.

(c) 1. Americans take a holiday trip ____.

- a. all the year round b. for years
- c. every year d. every other year

(c) 2. Which is not true to the passage?

- a. Some Americans now stay in a bed-and-breakfast home instead of in a hotel.
- b. The bed-and-breakfast inns are private homes opened to vacation visitors.
- c. The bed-and-breakfast inns have been popular in America for a long time.
- d. The owners provide a morning meal for their visitors and a room for the night.

- (a) 3. Many of these inns _____.
 a. have a long history b. have existed in the past
 c. are historical d. are buildings important in history
- (c) 4. It _____ much less for the vacationers to stay at a bed-and-breakfast inn.
 a. makes b. spends
 c. costs d. uses
- (c) 5. One reason why American travelers are beginning to stay at bed - and - breakfast inns is that _____.
 a. these inns are small and quiet
 b. the travelers don't have to pay for telephone or television
 c. the travelers can meet and talk with the local people
 d. the owners will show the travelers around the area

KEY TO THE LISTENING COMPREHENSION

Listen to the dialog, then give your judgment according to what you hear from the tape.

	GOLDFISH HOTEL		MELODY HOTEL	
SERVICE		POOR	GOOD	
TELEPHONE	GOOD			POOR
NIGHT LIFE		POOR	GOOD	
FOOD & DRINK		POOR	GOOD	
ROOM FACILITIES	GOOD			POOR
WORK EFFICIENCY	GOOD			POOR

TAPESCRIPT

Warm-up

Section A: *Listen carefully, and choose the words you hear from the tape.*

1. It's a 5-star hotel in our city.
2. Mr Bellow is a tour guide.
3. I'll be a trainee of Xinzhong Hotel.
4. Give me a glass of water, please.
5. He has gone to the United States on business.

Section B: *Fill in the blanks with the words you hear from the tape.*

A hotel is a home away from home for the travelers. The guests can stay and rest, eat and drink, entertain and do shopping there. Service is the most important product that a hotel sells.

Listening Comprehension

Listen to the dialog, then give your judgment according to what you hear from the tape.

A: I stayed at the Goldfish Hotel. I could not get a drink sent to my room after midnight. The refrigerator wasn't working.

B: I stayed at the Melody Hotel. There was a good, inexpensive restaurant on the 4th floor.

A: I made a phone call from the hotel room to my parents in Canada. They were very happy to hear me.

B: Oh, you were that lucky. But when I phoned the Room Service

there was never any reply.

A: I had nothing to do at night except had some drinks at the bar.

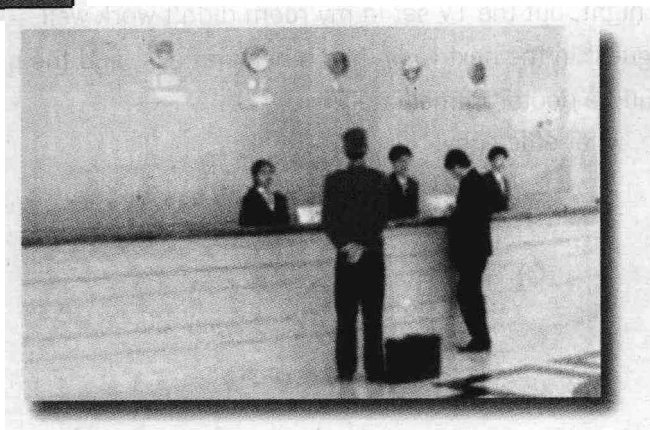
B: I could go to the bar, the recreational center or the disco hall at night, but the TV set in my room didn't work well.

A: A guest in the next room had a heart attack, and the hotel found a doctor immediately.

B: Oh, what efficiency!

2

Front Office



KEY TO THE WARM-UP

Section A: *Listen carefully, and choose the best answer according to what you hear from the tape.*

- | | |
|--------------------------|------------------------|
| (c) 1. a. On Aug. 13th. | b. On Aug. 30th. |
| c. On Oct. 13th. | d. On Oct. 30th. |
| (a) 2. a. By phone. | b. By letter. |
| c. By fax. | d. By telex. |
| (d) 3. a. West Airlines. | b. Southwest Airlines. |
| c. Westnorth Airlines. | d. Northwest Airlines. |
| (c) 4. a. A suite. | b. A president suite. |
| c. A presidential suite. | d. A delux suite. |
| (a) 5. a. Mr Scott. | b. Mr Phillip. |
| c. Mr Ted. | d. Mrs Scott. |