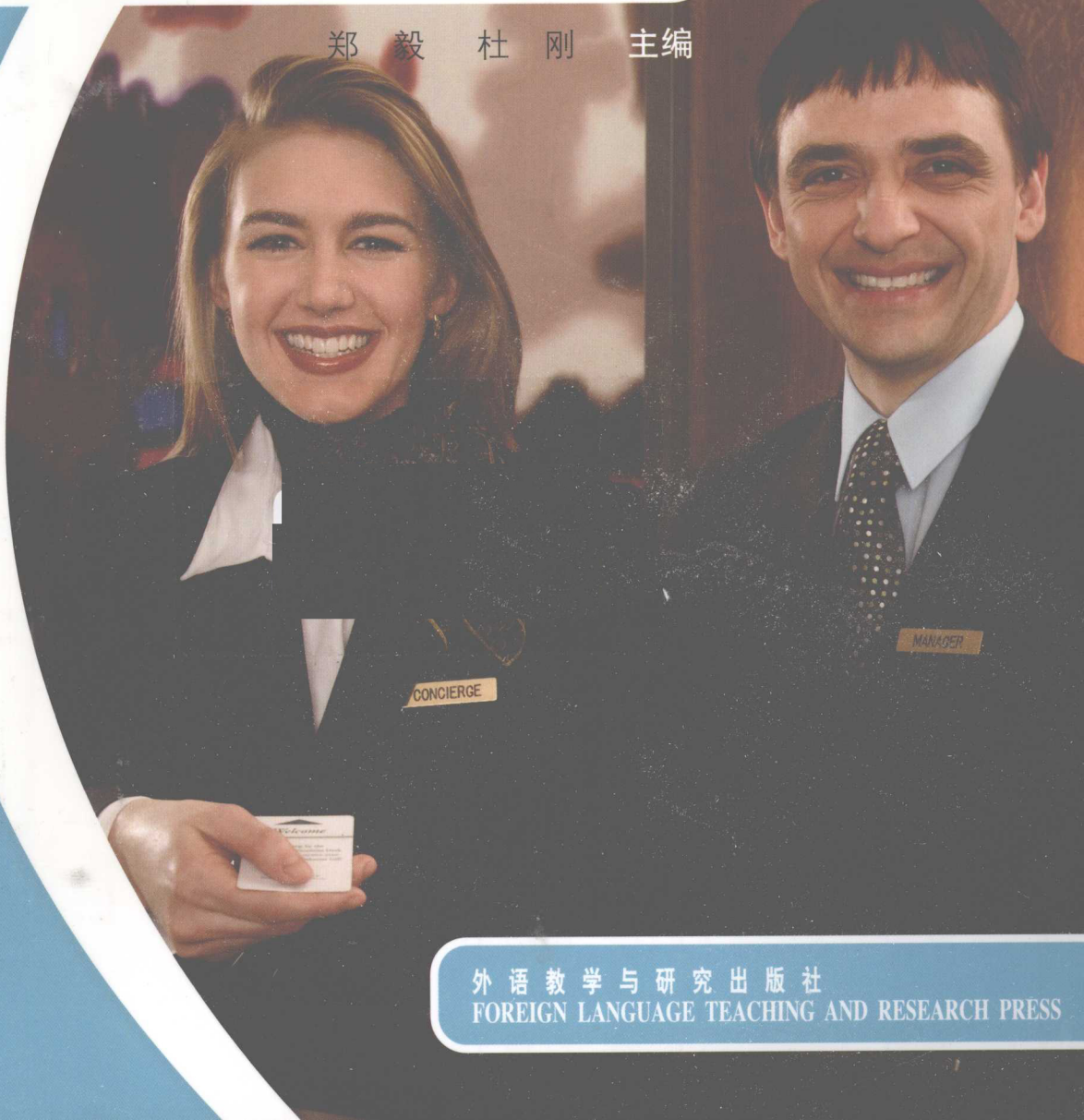


中等职业学校行业英语系列教材

酒店英语视听说

Hotel English
Audio-visual & Speaking Course

郑毅 杜刚 主编



外语教学与研究出版社
FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS

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编写说明

近年来,随着酒店行业和中国职业教育的迅速发展,中等职业学校以及酒店行业的职业培训机构对酒店英语教材的需求日益迫切。而现有的少量教材或是专业不太对口,或是过深过繁,不太切合中职学生的实际,使学生毕业后在行业工作中很难满足企业的需要。本书正是针对旅游和酒店服务行业对学生英语能力的需求,根据中职学生的实际情况而编写的。

本教材的编写原则:本教材体现以行业需求为导向,以能力培养为本位,以学习者为中心的原则。本书的作者大多参与了中国—澳大利亚(重庆)职业教育改革项目,因此,本书借鉴了澳大利亚职教的成功经验,以口头交际为主,特别注重语言在工作场所的实际运用。本教材采用了以实用为中心、够用为度的原则,难易程度适中,操作性强,学生比较容易掌握,既可作为中等职业学校旅游专业的教材,也可作为酒店相关部门的培训材料。

本教材的结构介绍:

按照酒店行业对中职学生的英语能力要求,本书按照三个部分来编写:1. 酒店前厅, 2. 客房, 3. 餐饮。每个部分又按照工种和不同的工作场所,分成几个单元。每个单元都有明确的能力标准,由 Warming up, Video, Listening, Discussion, Language Points, Shocking to Find, Role-plays, Cultural Notes, Assignments, Assessments 几个部分组成。

Warming up 部分包括图片与词汇的搭配以及填空等活动。

Video 部分包括 Video I 和 Video II 两个部分,根据不同情景设置对话。要求学生在看完视频后能根据对话内容填空、选择和回答问题。

Listening I 和 Listening II 部分有两个对话以及相关练习。这两个对话分别体现不同的情景。Listening I 部分要求学生填空和选择, Listening II 部分还要求学生根据听力的内容给句子排序,以及进行角色扮演。Listening II 对语言技能的要求比 Listening I 略高。

Discussion 部分具体设置各种情景,要求学生合作完成句子,学习英语常用表达方式。

Language Points 部分总结本单元常用的表达方式、句型,分析各种语言现象。

Shocking to Find 提供视频和听力的错误材料,让学生根据前面所学的专业和语言两方面的知识和技能进行纠错。

Role-plays 提供三个情景说明,要求学生根据前面所学的常用表达方式编写三个对话,然后互相练习。

Cultural Notes 部分重点讲解与酒店行业有关的文化常识和专业知识。

Assignments 设计了5-6个练习,从单词拼写开始,包括短语、句子的练习,编写对话的练习,旨在让学生对单词、短语和句子进行综合复习和巩固。

Assessments 部分设置了两个鉴定表格,第一个是 Self-assessment (自我鉴定),本单元的各项活动是鉴定的主要项目,体现了形成性鉴定与总结性鉴定相结合的原则。第二个是 Pair

Assessment, 让学生相互鉴定, 更真实地了解学习的效果。

本教材的特色体现在以下五个方面:

◎ 专业技能和语言技能相结合。本书在编写过程中, 得到了酒店行业的大力支持, 酒店行业当前的专业技能要求在教材中得到了很好的体现。同时, 针对中等职业学校学生的实际情况和教育部规定的中职学生英语语言能力的相关要求, 本书深入浅出地讲解酒店职场英语的特点和使用, 从而把语言能力与专业能力紧密结合起来。

◎ 语言与情境结合, 体现学以致用目的。本书的另一个重要独特之处就是在行业实践的基础上, 注重在情景中学习, 先提供正确的案例供学习者学习, 掌握基本技能和知识, 再提供错误案例供学生辨别, 这样既可以达到巩固知识技能的效果, 又可以起到举一反三的作用, 为灵活运用知识技能创造条件。

◎ 多感官材料的使用, 适应各种学习风格。本教材使用了文字、音频、视频等各种材料, 在材料的选择上力求适应中职学生不同的学习风格。无论是听觉学习者、视觉学习者, 还是动觉学习者, 都能从教材中找到适合他们特点的学习活动。

◎ 理论与实践紧密结合。本书的编写始终围绕行业实际来展开, 学习活动的设计也与真实的工作环境紧密联系, 学习材料体现了实践性强的特点。此外, 教材还通过 Language Points 和 Cultural Notes 等部分进行理论上的总结和文化补充, 以达到理论与实践的紧密结合。

◎ 根据科学的认知规律, 正反材料相结合, 提高学生实际处理问题的能力。本教材还有一个很重要的特点就是不仅使用正面的材料, 告诉学生什么是正确的, 而且通过视频、听力纠错, 告诉学生哪些是不正确的, 这样既可以增强学生对知识的理解和对技能的掌握, 同时也可以大大提高他们在实际工作环境中处理问题的能力。

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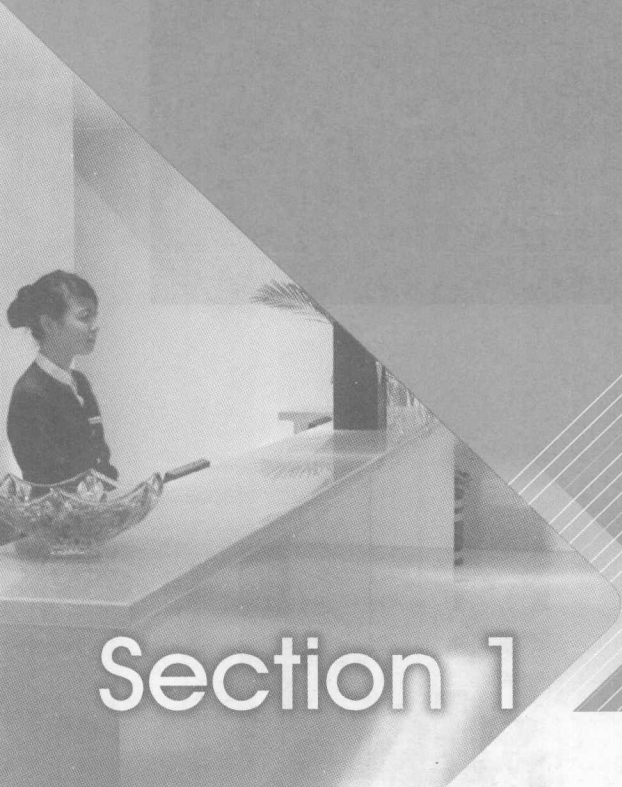
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Section 1

Front Desk



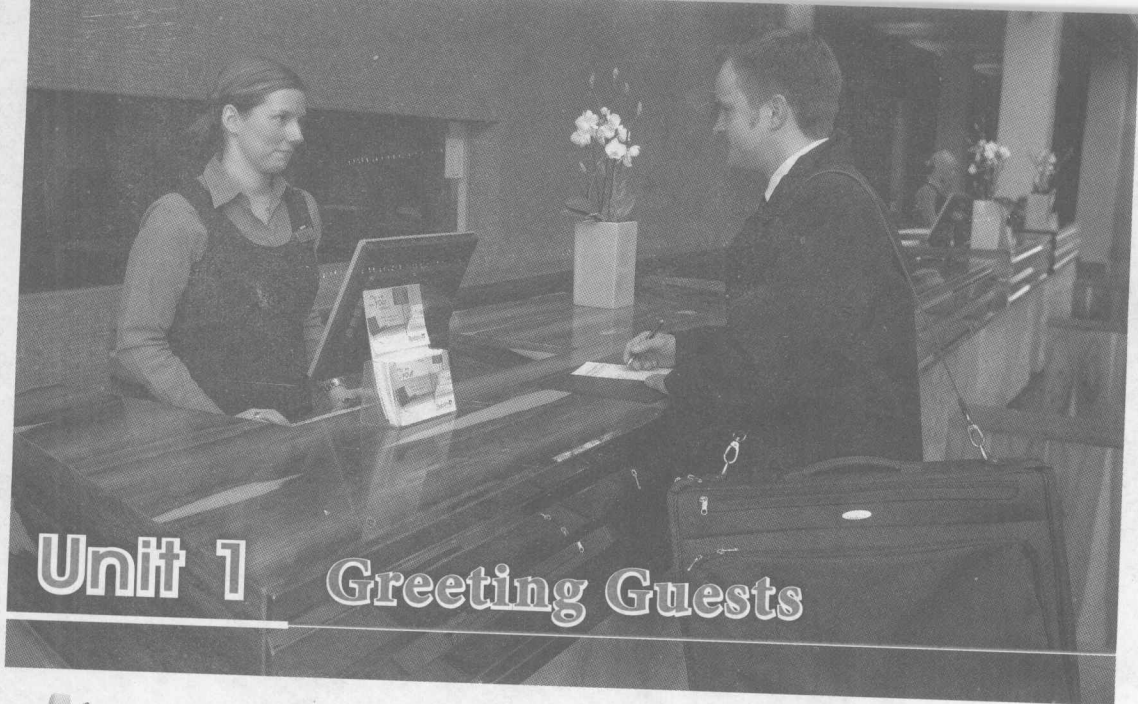
Competency I

in Spoken and Written English—Front Desk



Competency
Standards:

- 1 Can greet guests
- 2 Can deal with reservation
- 3 Can provide check-in and check-out services
- 4 Can make telephone calls
- 5 Can take messages

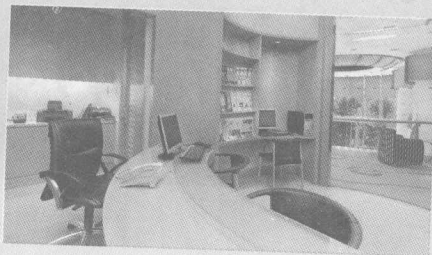


Unit 1 Greeting Guests



Warming up

① Look and match.



lobby

front desk

registration

luggage

2 Fill in the blanks with suitable words.

1. When a guest comes to stay in a hotel, he should go to the _____ to fill out the registration form.
2. When a guest arrives, the _____ should come up to help him.
3. When people travel, they usually carry _____ with them.
4. The front desk is in the _____ of the hotel.
5. A _____ works at the front desk.



Video 1 At the Gate

When a guest arrives at the hotel, the bellman greets her.

New Words and Expressions

ma'am *n.* (美)女士

welcome *v.* 欢迎

hotel *n.* 酒店

luggage *n.* 行李

suitcase *n.* 手提箱

enjoy *v.* 享受

stay *n.* 逗留

1 Decide true (T) or false (F).

1. The bellman greets the guest in the evening. ()
2. The bellman is very polite to the guest. ()
3. The guest has four pieces of luggage with her. ()
4. The bellman helps the guest with her luggage. ()
5. The guest is satisfied with the bellman's service. ()

2 Watch the video again and then fill in the bellman's words.

Bellman: _____.

Guest: Good morning.

Bellman: _____?

Guest: Yes, please.

Bellman: _____?

Guest: Just two.

Bellman: _____?

Guest: That's right.

Bellman: _____.

Guest: OK.

Bellman: _____.

Guest: Thank you.

Bellman: _____



Video II In the Lobby

A guest is staying at the hotel. A clerk sees him in the lobby, and introduces him to the manager.

New Words and Expressions

clerk *n.* 服务员

service *n.* 服务

helpful *adj.* 有帮助的

introduce *v.* 介绍

excellent *adj.* 杰出的

lobby *n.* 大堂, 前厅

manager *n.* 经理

friendly *adj.* 友好的

have a good time 过得愉快

1 Fill in the blanks with the missing words.

Clerk: How are you today, Mr. Johns?

Guest: _____.

Clerk: This is our manager, Mrs. Li.

Guest: _____?

Manager: How do you do? Welcome to our hotel.

_____?

Guest: Excellent. The people here are very _____.

Manager: Thank you. _____.

Guest: Thank you.

2 Answer the questions.

1. Who is Mrs. Li?

2. How does Mr. Johns find the service here?



Listening I

A doorman greets a guest at the gate of the hotel.

Doorman: Good morning, ma'am. Welcome to our hotel.
 Guest: Good morning.
 Doorman: Can I help you?
 Guest: Yes, please.
 Doorman: Is this your suitcase?
 Guest: Yes.
 Doorman: How many pieces of luggage do you have?
 Guest: Four.
 Doorman: Let me take them for you. I'll show you to the front desk. This way, please.
 Guest: Thank you.
 Doorman: My pleasure. I hope you'll enjoy your stay in our hotel.

① Role-play the dialogue with your partner.

② Fill in the blanks with proper expressions.

- | | |
|-------------------------------------|---|
| 1. A: How do you do?
B: _____ | 6. A: How many pieces of luggage do you have?
B: _____ |
| 2. A: How are you?
B: _____ | 7. A: How do you find our service?
B: _____ |
| 3. A: Can I help you?
B: _____ | 8. A: This way, please.
B: _____ |
| 4. A: Nice to meet you.
B: _____ | A: After you, please.
B: _____ |
| 5. A: Thank you.
B: _____ | |



Listening II

As some guests come to the hotel, the doorman walks up to help them.

Doorman: Good evening, ladies and gentlemen. Welcome to our hotel.
 Guest A: Thank you.
 Doorman: Can I help you?

Guest B: Yes. Please help us with our luggage.

Doorman: Are all these yours?

Guest A: Yes. There are ten in all.

Doorman: OK. I'll take them for you. This way, please.

Guest B: Thank you.

Doorman: You are welcome. Hope you have a good time.

① Role-play the dialogue with your partner.

② Pair work. Decide which sentences are spoken by the bellman B, which by the guest G. Then, arrange the sentences to make a good conversation.

- May I help you with your suitcases, sir?
- Good evening, sir. Welcome to our hotel. Are you checking in?
- Yes.
- Yes, two suitcases and two bags.
- Anything else, sir?
- Do you have any baggage with you?
- No, that's all.
- Please step this way. It's slippery. Please mind your step.
- Yes, please.
- Thank you.
- After you, please.
- Yes, I will.

Bellman: _____

Guest: _____

Bellman: _____

Guest: _____

Bellman: _____

Guest: _____

Bellman: _____

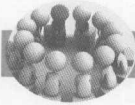
Guest: _____

Bellman: _____

Guest: _____

Bellman: _____

Guest: _____



Discussion

① **Pair work.** Discuss what to say to the guest in the following situations and then write out the correct expressions.

e.g. in the morning

—Good morning.

1. in the afternoon

2. in the evening

3. any time of the day

4. helping the guest

5. showing the way

② **Group work.** Discuss and write out the proper expressions according to each requirement.

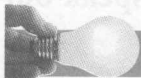
1. When one male guest comes to your hotel in the morning...

2. When one female guest comes to your hotel in the afternoon...

3. When three men come to your hotel in the evening...

4. When five women come to your hotel in the morning...

5. When several men and women come to your hotel in the evening...



Language Points

① **Read aloud the sentences.**

- How are you doing?
- How's everything with you?

- Glad to meet you.
- I hope you have a good time here.
- Can I help you with your luggage?
- Welcome to our hotel.
- After you, please.
- Enjoy your stay with us.
- This is our manager.

2 Keep these important tips in mind.

1. Sensitive topics to be avoided when you greet guests or ask them questions.

- * age
- * financial status
- * politics
- * religion
- * marital status

2. Questions to be avoided when you greet guests.

- Are you married?
- How much do you earn?
- Do you have a boyfriend/girlfriend?
- How old are you?
- What religion do you believe?
- Do you have children?

3. Listening skills: listening for general meanings.

- Do not try to understand everything!
- Listen for the main words.
- Listen to what is important.

e.g. WHO (name) WHERE (place) WHEN (time)



Shocking to Find

Watch the video and discuss in pairs the mistakes in it. Then speak out and write down the sentences if necessary.

1. _____
2. _____



Role-plays

Make short dialogues according to the following situations and do role-plays with your partners, using as many appropriate sentences as you can.

1. Mr. Robert Green comes to Cherry Hotel in the afternoon. A bellman greets him at the entrance, helps him with the luggage, and directs him to the front desk for registration.
2. Clark White is an important guest of the hotel. The bell captain David introduces him to the manager Miss Li Hua. And she is pleased to talk with Mr. White.

Cultural Notes

New Words and Expressions

receptionist *n.* 接待员

reservation *n.* 预定

conference *n.* 会议

department *n.* 部门

signature *n.* 签名

enjoyable *adj.* 愉快的

register *v.* 登记

check-in *n.* 入住

Receptionist

A hotel receptionist usually works in a waiting area such as a lobby. Their job is to welcome and register guests. A receptionist greets guests at the front desk and then provides them with a registration form to fill out. After the guest has completed the form, the receptionist makes sure that the guest's full name, nationality, address, purpose of visit and signature are correctly and clearly entered. A receptionist has

to sometimes deal with groups of people checking in together or large numbers of conference guests. After each guest is properly registered, the receptionist gives everyone room key, tells them their room number and floor, plus the daily room rate and check out time. Lastly, the receptionist should wish the guests an enjoyable stay at the hotel.



Assignments

- 1 Greet foreign friends.

2 Write a short dialogue of greetings.

3 Fill in the blanks with correct letters.

hot_l rec_ptionist g_est b_llman
 man_ger entr_nce fr_nt desk l_bby
 l_ggag cl_k

4 Fill in the blanks with correct words.

1. Welcome ___ our hotel.
2. How are you ___?
3. ___ morning.
4. How's everything ___ you?
5. Can ___ help you?

5 Choose the right replies.

1. Hello. ()
 A. Good morning. B. Hello. C. Good evening.
2. How are you? ()
 A. I am fine. B. Hello. C. How are you?
3. Nice to meet you. ()
 A. Nice to meet you. B. Thank you. C. Nice to meet you, too.
4. Welcome to our hotel. ()
 A. Good. B. Thank you. C. Yes.
5. Can I help you? ()
 A. No. B. Yes, please. C. OK.
6. How do you do? ()
 A. How do you do? B. Yes. C. How are you?

6 Role-play.

You are a bellman. One morning, a male guest comes to your hotel by taxi and you greet him. At the gate, you meet your manager and introduce her to the guest. Make out the dialogue and do role-plays with your partners.



Assessments

① Self-assessment

Elements	Competency Standards	Points (100)
Words	1. Can read the words	5
	2. Can use the words	10
	3. Can use the words freely	15
Sentences	1. Can read the sentences	10
	2. Can use the sentences	15
	3. Can make sentences with the words	20
Dialogues	1. Can read the dialogues	20
	2. Can make dialogues	25
	3. Can make dialogues freely	30
Role-plays	1. Can understand others	25
	2. Can do the role-plays	30
	3. Can do role-plays freely	35

② Pair Assessment

Elements		Stars (☆☆☆☆☆)	Suggestions	Date
Warming up	Task ②			
Video I	Task ①			
	Task ②			
Video II	Task ①			
	Task ②			
Listening I	Task ①			
	Task ②			