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工学结合新思维高职高专
航海技术类“十二五”规划教材
总主编 马魁君

餐饮服务英语

CANYIN FUWU YINGYU

[主 编 张小兵]



对外经济贸易大学出版社
University of International Business and Economics Press

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对外经济贸易大学出版社
中国·北京

图书在版编目 (CIP) 数据

餐饮服务英语 / 张小兵主编. —北京: 对外经济贸易大学出版社, 2012

工学结合新思维高职高专航海技术类“十二五”规划教材

ISBN 978-7-5663-0363-9

I. ①餐… II. ①张… III. ①饮食业 - 商业服务 - 英语 - 高等职业教育 - 教材 IV. ①H31

中国版本图书馆 CIP 数据核字 (2012) 第 146746 号

© 2012 年 对外经济贸易大学出版社出版发行

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餐饮服务英语

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对外经济贸易大学出版社

北京市朝阳区惠新东街 10 号 邮政编码: 100029

邮购电话: 010-64492338 发行部电话: 010-64492342

网址: <http://www.uibep.com> E-mail: uibep@126.com

山东省沂南县汇丰印刷有限公司印装 新华书店北京发行所发行

成品尺寸: 185mm × 260mm 12.75 印张 295 千字

2012 年 8 月北京第 1 版 2012 年 8 月第 1 次印刷

ISBN 978-7-5663-0363-9

印数: 0 001 - 3 000 册 定价: 23.00 元

出版说明

中国自 2001 年加入世贸组织之日起,严格遵守有关海运行业的发展承诺,全面实施《国际海运条例》等法规,在海运服务、港口建设等方面实行新的开放政策,为中外航商提供更为公平的市场经营环境,将海运发展为直接与国际接轨和充分竞争的行业,其开放度高于发展中国家,与发达国家基本相当。

当前,中国正在积极建设以渤海湾、长三角、珠三角为依托的 3 大国际航运中心,即以天津、大连、青岛等港口为支撑的北方国际航运中心;以江浙为两翼、上海为中心的上海国际航运中心;以深圳、广州、香港为支撑的香港国际航运中心。

为适应我国海运事业蓬勃发展对航海技术类高素质技能型专业人才的迫切需要,对外经济贸易大学出版社认真贯彻教育部教高[2006]16 号《关于全面提高高等职业教育教学质量的若干意见》的要求,联合天津海运职业学院、天津职业大学、天津中德职业技术学院、天津电子信息职业技术学院、芜湖职业技术学院、天津商务职业学院、天津冶金职业技术学院、天津青年职业学院、天津城市职业学院、河北交通职业技术学院、天津国土资源和房屋职业学院、南通航运职业技术学院、广西职业技术学院、西安职业技术学院、济南铁道学院、福建交通职业学院、集美大学航海学院、辽东学院等国家、省(直辖市)级示范性高等职业院校创新推出的一套面向高职高专层次、涵盖航海技术类不同专业的立体化教材——工学结合新思维高职高专航海技术类“十二五”规划教材。该系列教材包括航海技术、海事管理、酒店管理(邮轮乘务)、轮机工程管理、航运经济、计算机网络技术、理化测试及质检技术等专业。

根据教高[2006]16 号文件关于“高等职业院校要积极与行业企业合作开发课程,根据技术领域和职业岗位(群)的任职要求,参照相关的职业资格标准,改革课程体系和教学内容,建立突出职业能力培养的课程标准,规范课程教学的基本要求,提高课程教学质量”的要求,本套教材的编者在深入行业实践、调研的基础上,着眼于提高学生专业实际操作能力和就业能力的宗旨,采取了情境模块、案例启发、任务驱动、项目引领、精讲解重实训的编写方式,使教材建设在理论够用的基础上,在专业技能培养与训练环节,特别是“教学做一体化”方面有所突破,“确保优质教材进课堂”。

根据国家职业教育的指导思想,目前我国高职高专教育的培养目标是以能力培养和技术应用为本位,其教材建设突出强调应用性和适用性,既要满足专业教育,又能适应就业导向的“双证书”(毕业证和技术等级证)的人才培养目标需要。根据教育部提出的高等职业教育“与行业企业共同开发紧密结合生产实际的实训教材”的要求,本套教材的作者不仅具有丰富的高等职业教育教学经验,而且具有海运企业相关岗位的一线实践经历,主持或参加过多项应用技术研究。这是本套教材编写质量与高等职业教育特色的重要保证。

此外,本套教材配有教师用 PPT 文稿,方便教师教学参考。

天津海运职业学院院长马魁君教授担任本套教材的总主编。本套教材的参编企业有中远散运有限责任公司、中国石油集团海洋工程有限公司、伦敦海事、微软（中国）有限公司、中铁工程设计院（天津）有限公司、新浪网技术（中国）有限公司、思科（中国）网络技术有限公司等。

愿本套工学结合新思维高职高专航海技术类“十二五”规划教材的出版对我国海运高等职业教育的创新发展与高职人才培养质量的稳步提升有所助益！

对外经济贸易大学出版社

2011年6月

前言

《餐饮服务英语》是“‘工学结合新思维’高职高专航海技术类十二五规划系列教材”之一。

本教材依据国家教育部的教高【2006】16号《关于全面提高高等职业教育教学质量的若干意见》的文件精神，遵循高职高专“就业为导向”的办学理念，按照旅游酒店管理专业人才培养方案和课程设置要求，基于国际邮轮与星级酒店等企业餐饮服务岗位对英语实际应用能力的需求，在深入酒店、邮轮企业进行业务实践和广泛调研的基础上，从结构搭建、内容遴选、深广度把持和体例编纂等方面无不以“工学结合”为纽带着力进行创新建设。

伴随国际经济一体化进程的加速，中国的酒店业与旅游邮轮业迅猛发展，这既为具有较高酒店英语服务技能和管理技能的酒店人才提供前所未有的发展机遇，也对该行业相关岗位从业人员的专业英语能力不断提出新的要求。基于此，《餐饮服务英语》以星级酒店餐饮服务岗位的职业技能发展为核心，融英语语言的学习与训练于工作岗位的服务操作程序之中，将繁杂的餐饮服务业务的不同岗位操作技能组合成为15个酒店餐饮服务英语实训模块。通过该15个模块的工作任务训练，来提高从业人员的酒店餐饮英语实用技能，充分体现职业英语语言学习与服务岗位技能高度融合的“教学做一体”的教学模式。

《餐饮服务英语》突出岗位职责选取内容，依据工作项目设计思路，基于业务情境训练技能，在注重能力培养的同时强化职业素质的培养，做到语言文化、语言能力的运用与行业的岗位技能相互融合，使学生毕业走向工作岗位时能够成为企业“下得去、用得上、干得好、留得住”具有较高素质的技能型人才。

本教材努力实现以下几个特点：

一是，依据岗位职责安排模块（Module）内容。本教材的英语学习与训练内容完全根据酒店餐饮部门的实际岗位遴选并设定，设计并安排了接受预定服务、引座服务、早餐服务、开胃菜服务、点汤服务、面包黄油服务、牛排服务、甜点服务、酒水服务、账单服务、客诉处理、客房送餐服务、自助餐服务、宴会服务、厨房操作等15个模块的专业英语教学内容，专业英语的学习与训练更加有的放矢。二是，基于“项目引领”设计学习任务（Task）。本教材努力让酒店餐饮服务每个岗位的标准操作流程（SOP）都成为英语学习任务的主线，所有的学习与训练均依托该标准操作流程这条主线来完成。标准操作流程既包括岗位操作描述，也含有服务语言的使用和注意事项，以项目载体将英语的学习与训练深度融合于职业岗位的操作技能之中。三是，依托业务情境实现素质培养。本教材在全面培养未来从业人员酒店餐饮英语听、说、读、写能力的同时，着力突出“餐饮服务”岗位对于口语会话能力的需求，精心安排服务语言对话的形式给学生提供任务训练模板（Sample），帮助学生完成每一个训练任务，切实提升岗位服务的英语会话能力。

四、着眼能力提高延伸教学目标。本教材在每一个教学模块都安排了 How-to's，其目的是不仅让学生了解在未来的工作岗位上应该做什么，更主要的是还应该知道怎样操作。每个 How-to's 全部选自于酒店企业的实际岗位，严格按照 SOP 运作，在实现课堂教学与酒店餐饮服务岗位的“零距离接轨”的前提下，强化学生的动手、动口能力培养。

《餐饮服务英语》由天津海运职业学院的张小兵老师担任主编，负责第二至九、十一至十五模块的编写工作。吴质洁、韩东红和李艳老师担任副主编，杨珍、李肖楠和刘艳老师与天津国际商务学校的刘广媛老师参加了第一和第十模块的编写。天津海运职业学院杨杰教授担任主审。本教材在编写过程中，得到了天津对外经济贸易职业学院魏秀敏教授的鼎力支持和精心指导，同时得到了天津海运职业学院张红升、胡顺利老师和来自马来西亚在 Starwood 集团服务超过 18 年的天津威斯汀酒店邢福来先生的大力帮助。对此，编写人员一并深表感谢。

由于编者深入酒店与国际邮轮的服务经验有限，教材中的不当和不周之处在所难免，敬请酒店与邮轮的业界专家和高职院校专业英语的教学同仁及莘莘学子批评指教。

编 者

2012 年 1 月 28 日

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Module One

Booking a Table

■ Teaching Objectives

Let the Students

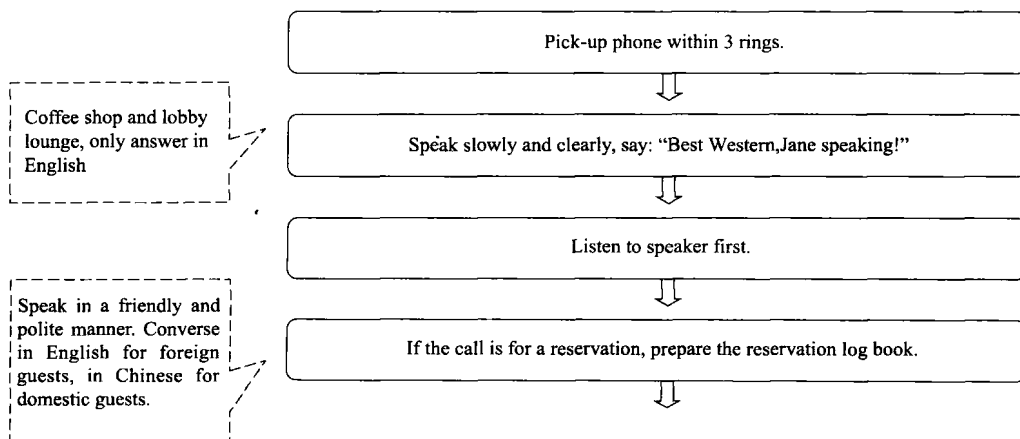
- know SOP of Taking Table Reservation
- know Guidelines for Taking Reservation
- know What You Should Do after You Greeted Guests

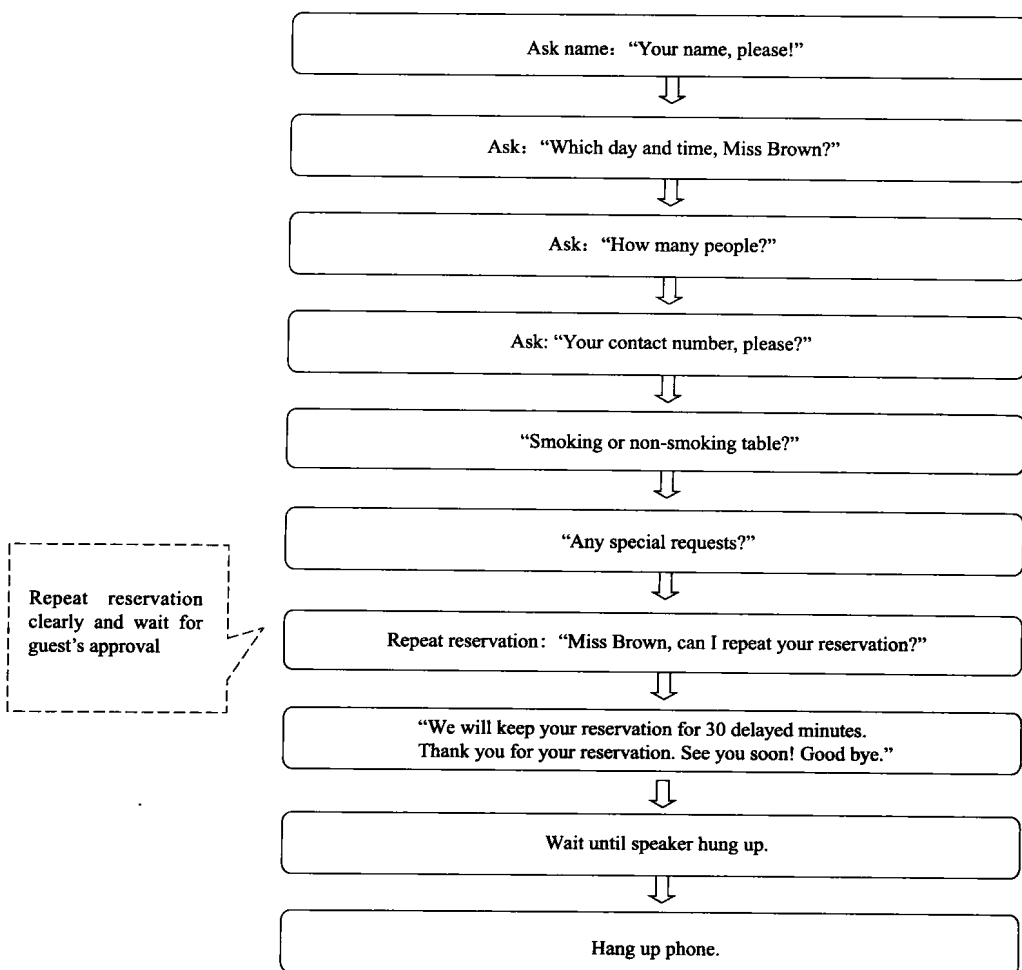
■ Work Tasks

- Task 1 Receiving a Table Reservation on the Phone
- Task 2 Declining a Table Reservation Call
- Task 3 A Table Reservation Call
- Task 4 Booking a Table
- Task 5 Booking a Private Room
- Task 6 Two Roll-Playing

■ Subject 01 F & B SOP—Taking Table Reservation (Phone)

Restaurant Manager/GRO/Supervisor/Waiter/Waitress/Trainee





Subject 02 F & B Situational Expressions—

Attending the Guests

- Good morning. Best Western. How may I help you?
- Good evening. Best Western. Mary speaking. What can I do for you?

Receive Details of Reservation

Dining Time

- When would you like your table, sir?
- What time would you have your dinner, sir?
- For what time, madam?
- When should we expect you, sir?

Party Number

- For how many people, sir?
- How many people are there in your party?
- Could you please tell me the number of diners?
- Is it only two of you, sir?
- So you are four?
- In whose name is the reservation made?
- Do you take reservation?
- Hi. I'd like to make a reservation for this Friday, the 25th.
- I'd like to reserve a table for four, tonight, at 7:30. The name is John.
- Do you have a table available for two, tonight, at 8:00?
- Hello. I was wondering if you have a table available for six people right now. Could you save it for us? We'll be there in about 15 minutes.
- For how many?
- How many in your party?
- What time?
- We're all booked up at 7:30, but we do have a table available at 9:30. Is that ok?
- Your name?
- What name should I put that under?
- Smoking or non-smoking?
- Would you prefer the smoking or the non-smoking section?
- Ok. Thank you. See you then.
- So, sir, that's a table for four this Thursday evening at 7:00.

Special Requirements or Not

- Any other requirements?
- Anything special, please?
- Only a table near the window?
- Will a corner table/private room be OK?
- We'd like to have a table by the window, if possible.
Certainly. I'd be happy to arrange that for you.
- Do you have a private room available?
Yes, we do. There's a 15% surcharge for the room in addition to the service charge. Is that ok?
- Could you have a bottle of champagne waiting for us? Of course, madam.
- I was told to call ahead if we want a whole roast duck.
Yes, that's right. The duck serves up to four people. Will one be enough?
- I reserved a table for 7:00 tonight, but we're running a little late. Can we change our reservation to

7:30?

Normally we can hold a table for only fifteen minutes, but I'll see what I can do.

Confirm after Reservation

— So it is Mr. White, a table for five at 6:30 p.m. this evening. Am I right?

— A table near the window for Mr. White for 5 at 12:30. Am I right?

— A table near the door at 8 o'clock this evening under the name of Mr. Ducan. Will that table be all right?

No Vacant Seat

— I am sorry, the restaurant is full now.

— I am afraid all the tables/seats have been reserved/booked.

— I am afraid there is no vacant seat/table left.

— I'm sorry, that table is already reserved.

— I'm afraid we cannot seat you at the same table. Would you mind sitting separately?

— Would you care to have a drink in the lounge while you wait? We'll accommodate your party as soon as possible.

— Sorry, we do not have reservation service today, because we have a banquet tonight.

— Sorry, we do not have reservation service for morning tea.

Confirmation and Alteration

— I'd like to confirm my reservation for tomorrow night, please.

— Your room is confirmed.

— When did you make the reservation?

— In whose name was the reservation made?

— I'd like to change/cancel a reservation.

Introducing the Restaurant

— We're open around the clock.

— We're open 24 hours.

— We're open from 9:00 a.m. until 2:00 a.m.

— We open at 6:00, and we take last orders at 2:00 a.m.

— There is no corkage fee for bringing in liquors.

— There isn't a minimum charge for a private room from 13:30 to 16:00.

Thanks For Calling

— Thank you for calling us, Mr. White. We look forward to your visit.

— Thank you for your calling, Mr. White. We expect to see you then.

—Thank you, Mr. White. Looking forward to serving you soon.



Subject 03 F & B Tasks of Practice—

Sample of Task 1 Receiving a Table Reservation on the Phone

(4 groups of people would be invited to the front and perform. Here is the sample.)

Jane: Rose Restaurant, Jane speaking!

Mr. White: Well, then I'd like to reserve a table for 6:00 tonight if that's possible.

Jane: Certainly. May I have your name, sir?

Mr. White: My name is John White. Just book it under my name.

Jane: And your phone number, please?

Mr. White: I am staying in your hotel in Room 8411.

Jane: Ok, sir. And how large is your party, sir?

Mr. White: Uh ... including myself, there will be five of us altogether.

Jane: So it is Mr. White, a table for five at 6 tonight. Will that be all right?

Mr. White: Exactly.

Jane: And do you have a preference, sir?

Mr. White: Huh ... excuse me?

Jane: Is there any place you would prefer to sit at? We do have a smoking section out on the terrace.

Mr. White: Oh, I see! Um, would it be possible to reserve a table next to the window? You have a good view of the city.

Jane: Yes, we can arrange that.

Mr. White: Thank you very much.

Jane: No problem. We look forward to seeing you then. Goodbye.

Sample of Task 2 Declining a Table Reservation Call

(4 groups of people would be invited to the front and perform. Here is the sample.)

Staff: Good afternoon. The Big Steak House. Lily is speaking. May I help you?

Guest: What are your restaurant hours?

Staff: We open at 6 p.m., sir, and we close at 12:00 p.m..

Guest: Good. I would like to reserve a table for five.

Staff: Yes, sir. What time would you need the table?

Guest: I am not sure...Perhaps around 7 p.m..

Staff: Oh, I am so sorry, all the tables have been reserved at that time. Shall I contact the other restaurant for you? We have very good Chinese restaurant in our hotel.

Guest: That'll be fine. It will be much appreciated if you could arrange it for us.

Staff: So, would you please tell me your name and room number? I will call you back as

soon as possible.

Guest: It's Mary Smith, in Room 8012.

Staff: Thank you, Mr. Smith. Goodbye.

Sample of Task 3 A Table Reservation Call

(4 groups of people would be invited to the front and perform. Here is the sample.)

Captain: Renaissance Hotel, Susan speaking. Can I help you?

Guest: What time do you open this evening?

Captain: We open at 7:30a.m., sir, and we take last order at 11:30 p.m.

Guest: Good. I'd like to reserve a table for 2.

Captain: Yes, sir. What time would you like your table, sir?

Guest: I'm not sure.... Perhaps around 8 p.m.

Captain: Fine. I'll reserve a table for 2 at 8:00,sir. May I have your name, please?

Guest: Smith. Tom Smith.

Captain: Thank you, Mr. Smith.

Guest: Oh, is there any chance of a table by window? My wife loves the harbor view. One more thing, as it is her birthday, I want it to be a celebration.

Captain: I see. We have already received many bookings and though I can't guarantee anything, please be assured that we'll try our best, Mr. Smith. I hope you'll understand.

Guest: I do, but I would appreciate it if it could be arranged.

Captain: I'll try my best. We look forward to having you with us tonight, Mr. Smith. Thank you for calling.

Guest: Good-bye.

Captain: Good-bye, and have a good day!

Sample of Task 4 Booking a Table

A guest in Room 2430 wants to book a table in the hall for four at 11:20 this morning, but the tables have been fully booked for that time. So the waiter suggests that the guest make the reservation at another time.

Waiter: Good morning, Chinese Restaurant. How can I help you?

Guest: I'd like to make a reservation in your restaurant.

Waiter: For how many people, and when will you be coming?

Guest: Four people, and today.

Waiter: Would you like a table in the hall or a private room?

Guest: A table in the hall.

Waiter: What time would you like your table?

Guest: At 11:20.

Waiter: I'm afraid the tables have been fully booked for that time. Would you like to make the reservation at another time?

Guest: At 11:20 tomorrow morning.

Waiter: May I know your name and your room number?

Guest: My name is John Brown and my room number is 2430. If possible, try to arrange a table by the window.

Waiter: No problem. Mr. Brown, you've booked a table by the window for four people at 11:20 tomorrow morning. Your room number is 2430. Is that right?

Guest: Exactly. Thanks for your help.

Waiter: You're welcome. We look forward to your arrival tomorrow. Thank you for calling.

Sample of Task 5 Booking a private room

A guest in Room 1906 would like to reserve a private room in Rose Restaurant for fourteen people for next Saturday, May 16.

Waiter: Good afternoon. Rose Restaurant. Can I help you?

Guest: Yes, could I make a reservation for next Saturday, May 16?

Waiter: Certainly. What time would you like to book your table?

Guest: What time do you open and close?

Waiter: At 5:30 a.m. and we close at midnight.

Guest: I'd like a private room in the evening. We'll arrive at your restaurant at 5:40 p.m..

Waiter: For how many people?

Guest: Let me see, eleven people. We need a bigger table. Maybe three more people will come at 7:00.

Waiter: We have three private rooms, but each of them can be seated for eleven at most. We have a private room facing the east, which can be seated fourteen people. This private room is called White Rose. It is decorated elegantly.

Guest: Ok. I'll take it.

Waiter: And what is it going to be, the Chinese food or the Western food?

Guest: The Western food.

Waiter: How much for the food per person would you like? By the way, the minimum charge for a private room in the evening is 200 Yuan per person.

Guest: Well, 350 Yuan per person.

Waiter: 350 Yuan. And what drinks are you going to have, Budweiser or Champagne?

Guest: Champagne, please. And we want to try some Chinese wine?

Waiter: Which one would you like, Dynasty or Great Wall?

Guest: Great Wall, please.

Waiter: In whose name is the reservation made?

Guest: Please reserve it under my name John Brown.

Waiter: Thank you. What about your telephone number and your room number?

Guest: My cell phone number is 13899008800, and my room number is 1906.

Waiter: Thank you, Mr. Brown. You've booked the private room White Rose for fourteen people for next Saturday, May 16. The time of your arrival is 5:40. The price of the western cuisine is 350 Yuan per person excluding drinks. Your drinks are champagne and Great Wall wine. Your cell phone number is 13899008800, and your room number is 1906. By the way, we can only keep your private room till 7:30 p.m., since that will be the peak season.

Guest: Ok. Thank you.

Waiter: We look forward to having you with us.

Task 4 Roll-Playing

Reservationist—Your partner is a potential customer. He wants to reserve a table for this evening. There will be four of your partner. They want to have their dinner at 7 o'clock.

Guest—You pick up the receiver with appropriate greeting, followed by the name of your hotel and your full name, asking the caller what type of food they like, the number of diners, the name of host, phone number and the time, and then repeat the booking.

Task 5 Roll-Playing

In a group of three or four, work out a restaurant reservation form first by yourselves and then play different roles as waiter/waitress and guests to make reservation in a restaurant.



Subject 04 F & B How-To's & Tips

Guidelines for taking reservation

- Start with an appropriate greeting: "Good morning," "Good afternoon," or "Good evening."
- Note the name of the guest or the party
- Request the date of the reservation. If the date is booked, offer an alternative date. If all tables are booked for an evening and the guest is firm about coming on that particular evening, he might be placed on a waiting list. Generally there are no more than four parties held on the waiting list. They will call or be called on the day of the tentative reservation for confirmation or rejection.
- Request the time. If the time is booked, again offer an alternative. The policy on holding reservation might be explained at this point in the conversation. It might be suggested that the party arrive early.

- Request the telephone number. This should be taken for two reasons: to reconfirm with the guest on the day of reservation; and so that they can be reached, should unexpected problems arise.
- Note the number of the guests in the party and any special requirements.
- To create good feeling in the host who has reserved a table, be it for two or twenty, a “reserved” card can be placed on the assigned table prior to the guest’s arrival. Printing the host’s name on the “reserved” card makes the party feel especially important.
- The length of time it takes to dine must be estimated. This is done by tabulating the time it will take for each course to be served and consumed. And hereby, the intervals between reservations will be arranged reasonably, which undoubtedly will help to ensure a smooth flow of the restaurant.

When a large group wishes to dine, several suggestions might improve the quality of their meal:

- Recommend that the group arrive early, before the bulk of the business starts.
- Try to establish a set menu for the group. Mail the person in charge several menus from which to choose, or create a set dinner. Set menus make it easier for the kitchen to handle a large party and ensure faster service in the dining room.
- Arrange the wine selection in advance.
- Before their arrival, establish a plan for handling gratuities and payment of the check.

After you greet guests, you should do the following:

- Ask if they have reserved a table—“Do you have a reservation?” When they answer “yes”, please ask for the name and check with the reservations record for the size of the party, table number and any special requirements.
- For guests you know by name, large parties and VIPs, you should be able to show them straight to their table without referring to the booking in their presence.
- For guests without a reservation, confirm the number of people—“For how many people, please?”
- If no tables are available, give an estimated waiting time. If this is not too long, the guests will usually welcome your suggestion that they have a drink in the bar—“I’ll bring the menu and we can take your order at the bar, if you like.”
- Keep in contact with guests waiting for a table. Tell them of any change to the estimated delay, ask them: “Would you like to have more drinks?”