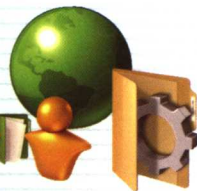


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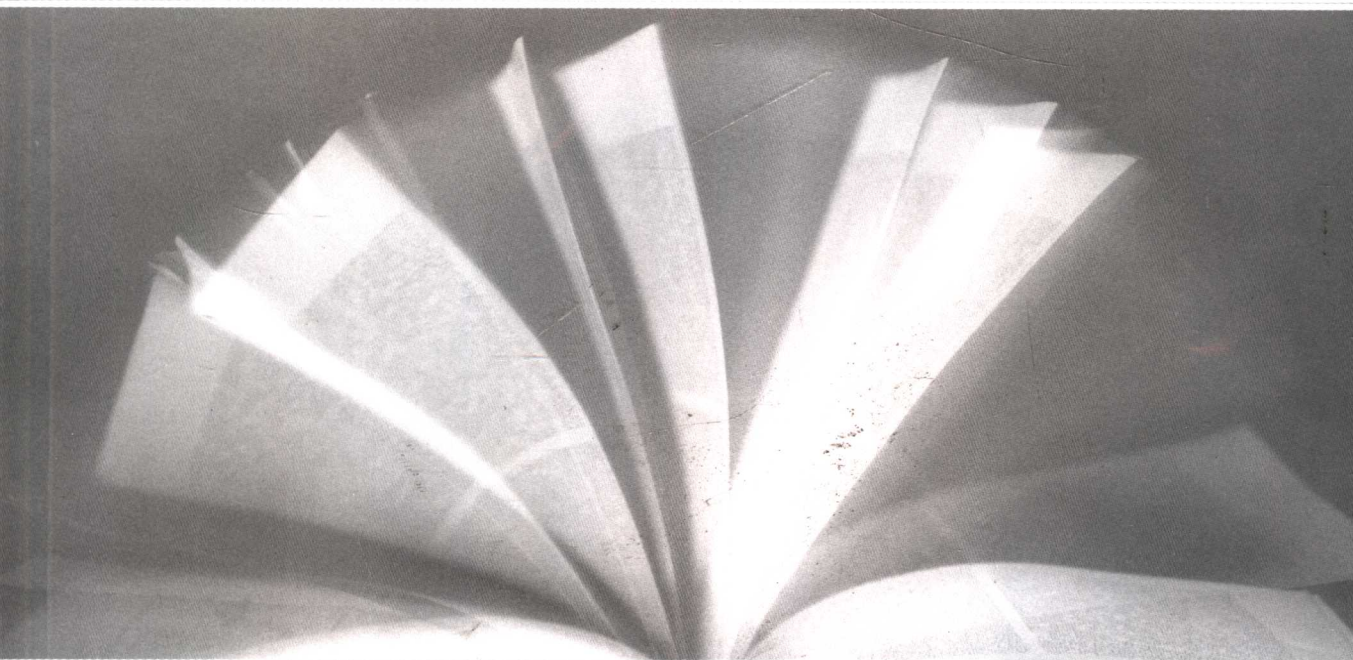


河南省中等职业学校对口升学考试复习指导

旅游类专业 (下册)

饭店服务与管理英语 餐饮服务与管理

河南省职业技术教育教研室 编



河南科学技术出版社

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第一部分 饭店服务与管理英语

复习指导

第一章 Front Office (前厅服务篇)



考纲要求

1. 了解 Unit 1 What Is a Hotel
2. 熟练掌握 Unit 2 Front Office
3. 熟练掌握 Unit 3 Communication
4. 掌握 Unit 4 The Cashier



知识结构

Front Office

1. What Is a Hotel?
2. Front office
 - (1) Reservation
 - (2) Bell service
 - (3) Checking-in
3. Communication
 - (1) Telephone service
 - (2) Sending a fax
 - (3) Information Desk





(4) Messages

4. The Cashier

(1) Foreign exchange

(2) Checking-out



复习具体要求

复习重点

1. 了解 Unit 1 What Is a Hotel

(1) 了解 Text It is my dream

(2) 掌握 Dialog 1 Hotel industry ABCs

(3) 掌握 Dialog 2 A job-hunting interview

(4) 了解 Reading Comprehension

(5) 掌握 Listening Comprehension

2. 熟练掌握 Unit 2 Front Office

(1) 熟练掌握 Warm-up

(2) 熟练掌握 Text The first representative of a hotel

(3) 熟练掌握 Dialog 1 A room reservation call

(4) 熟练掌握 Dialog 2 Welcome to our hotel

(5) 熟练掌握 Reading Comprehension

(6) 熟练掌握 Listening Comprehension

3. 熟练掌握 Unit 3 Communication

(1) 熟练掌握 Warm-up

(2) 熟练掌握 Text Guest foremost

(3) 熟练掌握 Dialog 1 Telephone service

(4) 掌握 Dialog 2 Sending a fax

(5) 掌握 Reading Comprehension

(6) 了解 Listening Comprehension

4. 掌握 Unit 4 The Cashier

(1) 掌握 Warm-up

(2) 了解 Text The history of money

(3) 掌握 Dialog 1 Foreign exchange

(4) 熟练掌握 Dialog 2 Checking-out

(5) 了解 Reading Comprehension

(6) 熟练掌握 Listening Comprehension





知识要点

1. 对饭店业入门基础知识、前厅服务相关专业术语的理解与掌握。
2. 对重点句子的理解与掌握。
3. 以所学英语知识为基础, 对前厅部各岗位的基本业务流程和服务程序的掌握及综合运用(包括前台接待、问讯、收银、外币兑换、商务中心、礼宾、总机等), 重点强化听、说、写、译四方面的能力。



复习训练

一、判断下列句子的正误, 将 T 填入正确叙述前的括号内, 错误叙述前填 F

- () 1. Hotel service is an honorable occupation.
- () 2. With good training and a lot of practical experience, one can master the art of dealing with customers.
- () 3. A higher salary is always the most important reason for a person to change his job.
- () 4. Since a hotel is a home away from home for all the traveling guests, we are creating a home for our guests only.
- () 5. There is a salary increase based on one's job performance and education background.
- () 6. To many guests, the front office employees represent the hotel because they are the only employees the guests have contacted with.
- () 7. The morning call is usually made by the operator by phone.
- () 8. The front office is a link between the guest and the hotel's management.
- () 9. Reservation can be made in lots of ways.
- () 10. Dealing with complaints is an easy job for the front office staff.
- () 11. A reservationist is a person who accepts guests' reservation.
- () 12. The motto of our hotel is "reputation first, customer foremost".
- () 13. A walk-in guest is a customer who comes on foot.
- () 14. Most of the information a guest should put into the registration form is found in his or her passport.
- () 15. In all hotels, the duties of the receptionist remain the same.
- () 16. It is the general manager and hotel staff that keep the hotel industry healthy.
- () 17. IDD call means International Direct Dial.
- () 18. The British say "bill" and the Americans say "check".
- () 19. When a walk-in guest arrives, the room clerk should check the availability of room first.





- () 20. When the telephone rings, the operator should answer it right away.
- () 21. An operator is usually a man working at the general switchboard.
- () 22. A hotel's Business Center offers communication facilities and secretarial assistance catering to the needs of the business guests.
- () 23. DDD means Direct Distance Dialing.
- () 25. EMS means Express Mail Service.
- () 26. The guest can have his reservation guaranteed by telling the reservationist his passport or credit card number.
- () 27. The first coin in the world was made in England, and the first paper money was made in China.
- () 28. Rice and salt were used as a kind of money in the Philippines.
- () 29. Elephant tusks and monkey tails were used as money in parts of Africa.
- () 30. The first metal coin in China were round and had a square hole in the center.
- () 31. The foreign exchange rate fluctuates everyday.
- () 32. The hotel cashier can cash the personal checks for the foreign guests.
- () 33. It makes no difference for a guest to check out in the morning or in the afternoon.
- () 34. At the foreign exchange counter, the cashier should exchange the foreign currencies for guests according to yesterday's exchange rate.
- () 35. After exchanging money, the cashier should sign the client's name on the exchange memo and remind him to keep it in a safe place.

二、完成对话

A. 在下面对话的空格处填上合适的词, 使其构成完整的对话, 每空一词。

(1)

A: Good morning, sir. May I help you?

B: I'm Bellow. I'm in Room 908. Can you change 1 2 for me? It's 3 4 . My wife couldn't sleep at all. The noise the baggage elevator made was too much 5 her.

A: I'm 6 7 , sir. Room 908 is at the end of the corridor. 8 9 that the noise is heard early in the morning when all 10 11 .

B: 12 , I'd like to change a room.

A: 13 14 , sir, We'll 15 it, but we don't have any spare room today. Could you wait till tomorrow?

B: All right. I hope we'll be able to enjoy our stay in a quiet room tomorrow evening and have a sound sleep.



(2)

C: Good afternoon, sir. Can I help you?

B: I'd like to 1 2 US dollars and I'd like to know today's exchange rate.

C: At today's exchange rate, every US dollar in cash is equivalent to 8 yuan RMB. How much would you like to change, sir?

B: Well, I'll change one hundred and 3 4 5.

C: Would you please fill 6 7 8?

B: All right.

C: Please write your name, passport number and room number on the slip.

B: Here you are.

C: Thank you, You will have it right away, will you 9 10 11 here on this 12?

B: OK. Will you please give me some one-yuan notes? I 13 14 15 change.

C: All right. Mr. Bellow. Here it is. Please have a check and keep the exchange memo.

(3)

B: May I 1 them with American dollars?

A: I'm sorry, but we don't accept 2 3 4. We only accept 5. Please step 6 7 the cashier's desk, where you can 8 US dollars 9 RMB.

B: Excuse me. Is this where I can exchange foreign currency?

C: Yes, sir. What can I do for you?

B: I want to 10 some greenbacks changed into RMB.

C: 11 12 do you have to change?

B: 100 dollars.

C: 100 dollars. Very well, sir. Today's exchange rate is 8.10 yuan RMB 13 one dollar.

B: You mean the rate 14 15?

C: Yes, but they change only once a day. We have a rigid exchange control law.

(4)

M: Ladies and gentlemen, 1 2 3 our general manager, I wish to take this opportunity to express our 4 5 and 6 7 to all of you. We appreciate your 8 and 9. I hope that you like our hotel and our service.

G: We all think our stay at Huatian is a great pleasure and success. We'll remember your hotel as one of 10 11 of our tour of China.

M: Thank you. We hope to be at your service again. When spring or autumn comes, please come back to our city with 12 13. I wish you a most pleasant trip to your next destination. Be sure not to leave any thing behind except your 14 and 15 with our





hotel.

G: Great!

M: Here once again. I thank you. Bon voyage!

(5)

R: Good morning, May I help you?

B: Yes, my wife and I would like 1 2 a tour.

R: Where 3 4 5 6 7 ?

B: We'd like to go to Lijiang.

R: Here's a 8 of tours. There is a bus at 10: 00 9 10 and it 11
12 13 at 4: 00 this afternoon.

B: How much do you 14 ?

R: Ten yuan per person.

B: Can you give me two tickets?

R: 15.

(6)

Receptionist—R Guest—G

R: Good afternoon, sir. Can I help you?

G: I booked a double room with bath for a week starting from today. My name is Collins.

R: Please wait a moment, Mr. Collins. Let me check 1 2 3. Yes, you've reserved a double room with bath for a week.

G: Yes, exactly.

R: Would you show me 4 5, please?

G: Here you are.

(The receptionist checks the passport and returns it to the guest.)

R: Here is the 6 7. Please fill it in. Would you like a pen?

G: Yes, thank you.

(The guest fills in the form and hands it to the receptionist.)

R: Thank you, Mr. Collins. Here's your 8 9 and the 10 11. Please keep them. Our bellman will 12 13 14 15 your room with your baggage. I hope you'll enjoy your stay with us.

B. 用所给的句子或单词完成对话。

(1)

A: 1

B: I'm calling from New York. I'd like to reserve a room in your hotel.

A: What kind of room would you like, sir? We have single rooms, double rooms, suites and deluxe suites in Japanese, British, Roman, French and presidential styles.





B: 2

A: 3

B: No, thanks.

A: 4

B: Henry Bellow, B - E - L - L - O - W.

A: 5

B: From May 26th to May 24th.

A: Very well. Mr. Bellow. A British suite without breakfast from May 26th to May 29th, am I correct, Mr. Bellow?

B: 6

A: I'll just need your credit card number and I'll take care of the rest.

B: 7

A: Thank you, Mr. Bellow. You'll be expected to be here then.

B: 8

A: Good-bye.

A. That's fine. Thank you, madam. Good-bye.

B. Can I help you?

C. AE card. No. 1734,4018,2273,1868

D. Yes, thank you. One more thing, could you tell me how to guarantee my reservation?

E. A British suite, please.

F. Can you give me your name, please, sir?

G. Thank you, Mr. Bellow. And your arrival and departure dates?

H. Would you like breakfast?

(2)

A: 1

B: I'd like to book a single room with shower for Mr. George Smith. He plans to arrive on the 20th of this month.

A: How long will he be staying?

B: 2

A: Then we can only confirm a room from the 20th to the 27th. I'm afraid we won't be able to guarantee him a room after the 27th. We usually have high occupancies in the peak seasons.

B: 3

A: Don't worry, sir. We can either put him on a waiting list or find him a room in a near-





by hotel.

B: 4

A: 5

B: 6

A: For one night, the hotel cost would be 200 yuan. How will he be paying, sir?

B: 7

A: 8

B: Thank you, good-bye.

A. What if there isn't any room then?

B. Thank you, sir.

C. Yes, sir. We have special bedrooms which all have a wide door into the bathroom with appropriate washing and toilet facilities.

D. Fine. How much do you charge for a single room for the handicapped?

E. Can I help you, sir?

F. I don't know, but it could be anything from seven to ten days.

G. His company will cover all the expenses. We'll send you a check right away.

H. I see, one more thing. Mr. Smith is a handicapped. Do you have facilities for the handicapped?

(3)

A: 1

B: Yes, please. I've just arrived form Hong Kong. Could you let me have a room for to-night?

A: 2

B: I'm afraid not.

A: How many people do you have, please?

B: 3

A: 4

B: 5

A: 6

B: 7



- A. Have you made a reservation, sir?
- B. Just one. I'm alone.
- C. Just a moment, please. I have to check if there's a room available. Oh, sorry sir. All the rooms are booked up. But I think we'll be able to arrange you a room after six o'clock this evening.
- D. Good afternoon, sir. May I help you?
- E. Yes, thanks. I'll just wait here till six.
- F. Thank you. No problem.
- G. You're welcome, sir. If you need any help, do let us know.

(4)

A: 1

B: Good afternoon. Could you please mail a letter for me?

A: Yes, sir. Have you stuck on the stamps yet?

B: 2

A: Is it to San Francisco?

B: 3

A: 4

B: Just by ordinary airmail.

A: May I have your letter weighed?

B: 5

A: It's over weight. Ten yuan, please.

B: 6

A: Here are your stamps. Please stick them on the front of the envelope.

B: All right.

- A. Thank you. Here it is.
- B. Yes, of course. Here you are.
- C. How would you like it to be mailed?
- D. Yes, it is.
- E. Good afternoon, sir.
- F. No, I need to buy some.

(5)

A: Good morning, sir. May I help you?

B: 1





A: 2

B: My room number is 902 and I'd like to check out now.

A: Just a moment, please. 3

B: Yes.

A: Did you have breakfast this morning?

B: 4

A: Have you used any hotel service since breakfast?

B: 5

A: All right. Here you are, sir. It totals 3, 450 yuan RMB, including 15% service charge. Please check it.

B: Yes, it is right. Here is the money. Good-bye.

A: Good-bye. Welcome to our hotel next time.

A. Yes, I used the mine-bar. I drank a can of coca-cola.

B. Are you Mr. Bellow?

C. Yes, but I paid cash for it.

D. Yes, please tell me you room number and when you would like to check out.

E. Is this where I can pay my hotel bills?

(6)

A: Good afternoon, Reception. May I help you?

B: 1

A: 2

B: I have been waiting in my suite for nearly half an hour, but one piece of my baggage hasn't been sent up yet. What's the matter?

A: Oh, I'm awfully sorry, sir. May I have your name and room number, please?

B: 3

A: Thank you. Mr. Bellow, would you give me some features of your baggage?

B: 4

A: 5

B: Of course.

A: Mr. Bellow, I'm afraid that your suitcase has been put at the wrong place. I will ask the porter to find it and send it to your room as soon as possible.

B: All right. But don't keep me waiting too long.

A: I'm sorry to have inconvenienced you. I assure you such things will never happen again.



- A. Is your name tag attached to it?
- B. Bellow. Henry Bellow. Room 606.
- C. Sure, it's just an ordinary medium-sized black suit-case.
- D. Excuse me, but what seems to be the problem, sir?
- E. Yes, you can certainly help me a lot.

(7)

Reservations—R Guest—G

R: 1

G: Yes, I'd like to book a room for a friend, please.

R: 2

G: A single.

R: 3

G: From the 1st until the 4th of June.

R: Could you hold on a moment, please? I'll check our reservation record. . .

Thank you for waiting. That will be all right, sir. Could you give me the name of the guest?

G: Mr. David Thompson.

R: 4

G: T - H - O - M - P - S - O - N.

R: 5

G: Yes, it's 75 - 5017, extension 1011. I work in the CITS Beijing Branch. My name is Wang Ping. What's the rate for a single room, by the way?

R: 6

G: I expect so. Will you write to Mr. Thompson and confirm the booking?

R: 7

G: To 113 ST. Adams St. , Colchester, Essex, England.

R: 113 ST. Adams St. , Colchester, Essex, England. Is that right?

G: Yes, that's right.

R: Very well, Mr. Wang. We'll send a letter off tomorrow.

- A. Would you mind spelling that for me?
- B. 380 yuan per night. Will that be all right?
- C. Good morning. Room Reservations. Can I help you?
- D. Thank you. May I have your name and telephone number, please?
- E. Certainly, sir. A single or a double?
- F. Certainly, Mr. Wang. Where shall we send the letter?
- G. When for, please?



(8)

Receptionist—R Guest—G

R: 1

G: Can I have a single room, please?

R: 2

G: I'm afraid I haven't.

R: I'm very sorry, madam. The hotel is fully booked.

G: Oh, dear. Could you recommend another hotel that won't be full up?

R: 3

G: That's very kind of you.

R: 4

...

Hello, is that the Great Wall Hotel? Have you got a room available? Good, would you book it in the name of...? She'll be along in about twenty minutes.

G: Thank you for your help.

R: 5

G: Can I get a taxi from here?

R: 6

- A. Yes, madam, just in front of the hotel.
- B. You could try the Great Wall Hotel. Would you like me to ring them for you?
- C. Good evening, madam. Can I help you?
- D. Would you mind writing down your name, madam?
- E. Have you got a booking, madam?
- F. My pleasure, madam.

(9)

Bellman—B Guest—G

B: 1

G: Yes, that's right.

B: 2

G: Yes, there's a bottle of whisky.

B: 3

G: Sure, no problem.

B: 4

G: Yes, here you are.

B: 5



- A. Is there anything valuable or breakable in your bag?
- B. Thank you, sir. May I have your room key, please?
- C. Could you carry this bag, sir?
- D. Thank you, sir. Your room is on the 23rd floor.
- E. Good evening, sir. I'll show you to your room. You have two suitcases and one bag. Is that right?

(10)

Receptionist—R Caller—C

(on the telephone)

R: 1

C: Yes. I'd like to speak to Mr. John Crowe. Could you tell me his room number?

R: 2

C: C - R - O - W - E.

R: Thank you, sir. Just a moment, please...

(Checks the staying guest list.)

 3

C: Today.

R: 4

...

Thank you for waiting. Mr. Crowe is booked for today but he has not checked in yet.

C: OK. I'll call again later. Thank you very much.

R: 5

- A. I see. I'll check our reservation list. Could you hold the line, please?
- B. You're welcome.
- C. Thank you for waiting, sir. I'm afraid his name does not appear on the list. When is he due to arrive?
- D. Certainly, sir. How do you spell his last name, please?
- E. Good morning. This is the Information Desk. May I help you, sir?

(11)

Clerk—C Guest—G

C: 1

G: I tried to contact Mr. Irvin in Room 834 but he was out. Could you take a message for him, please?





C: 2

G: Yes. My name is James Ellen's.

C: 3

G: Could you ask him to call me back as soon as he arrives at the hotel?

C: 4

G: It's 234 - 4273.

C: 234 - 4273.

G: That's right.

C: 5

G: Yes, that's all.

C: 6

G: That's right.

C: 7

- A. Certainly, sir. For Mr. Irvin in Room 834. May I know who is calling, please?
B. Certainly, sir. May I have your number, please?
C. Thank you very much. My name is Zhang Lin. If you have any further enquiries, please don't hesitate to contact me.
D. Is that the complete message?
E. This is the Information Desk. May I help you?
F. Mr. Ellen's. Go ahead, please.
G. Certainly, sir. I will repeat your message. The message is for Mr. Irvin in Room 834 from Mr. James Ellen's. Please call him back at 234 - 4237 when you arrive at the hotel. Is that correct?

(12)

Cashier—C

Guest—G

C: 1

G: Yes. I'd like to check out now.

C: 2

G: 221.

C: 3

G: Yes.

C: 4

G: Yes, but I paid in cash.

C: 5

G: Here you are.