



Practical English for Restaurant and Cuisine

实用 英语

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北京大学出版社

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北 京 大 学 出 版 社

· 北 京 ·

图书在版编目(CIP)数据

实用餐饮英语/林红编著. —北京:北京大学出版社, 2003. 4
ISBN 7-301-06251-6

I. 实… II. 林… III. 饮食业-英语 IV. H31

中国版本图书馆 CIP 数据核字(2003)第 024156 号

书 名: 实用餐饮英语

著作责任者: 林 红 编著

责任编辑: 万 琛

标准书号: ISBN 7-301-06251-6/H·0843

出版者: 北京大学出版社

地 址: 北京市海淀区中关村北京大学校内 100871

网 址: <http://cbs.pku.edu.cn>

电 话: 邮购部 62752015 发行部 62750672 编辑部 62765014

电子信箱: zpup@pup.pku.edu.cn

排 版 者: 鑫曦照排室

印 刷 者: 北京大学印刷厂

发 行 者: 北京大学出版社

经 销 者: 新华书店

787×1092 毫米 16 开本 14.5 印张 230 千字

2003 年 4 月第 1 版 2003 年 9 月第 2 次印刷

定 价: 23.00 元

前 言

去年,我在四川组稿,遇到林红老师,林老师向我谈起她的一桩宿愿:编写一本既有很强的实用性又有一定文化内涵的餐饮服务与烹饪艺术方面的英语教材;相关专业学生通过该教材的学习,既能培养扎实的餐饮专业英语的应用能力,又能了解源远流长的饮食文化,提高学生的整体素质。我很感兴趣,觉得这是一个不可多得的选题,目前正缺少这样的教材。饮食文化可谓博大精深,而目前大多教材局限于纯粹的“实用主义”,编一些口语对话而已,缺乏系统性与文化底蕴。我立即与出版社联系,社里表示支持。北京大学出版社作了深入细致的考察,并责成我独立策划。如今,一年多过去了,当我坐下来写这篇“前言”的时候,林红老师十几年的心血与汗水终于凝结成了这本书。

林红副教授长期从事餐饮服务与烹饪英语的研究与教学工作,具有深厚的研究功底与丰富的教学经验。也许是因为身居久负盛名、有着悠久饮食文化历史的天府之国,感到自己有着不可推卸的责任,更是出于对饮食文化的偏爱,早在十几年前,林红自愿来到全国惟一所以“烹饪”命名的高等学府——四川烹饪高专,潜心研究,苦心经营,发表专业论文九篇,出版烹饪专业图书两部,参编高校英语教材一部(负责编写“餐饮服务”部分)。2000年伊始,林红又远赴英伦,作为访问学者,应邀到英国康沃尔学院研究餐饮英语。在那里,除研究西餐文化外,林红又实地考察西餐服务的各个环节,并获得全英餐饮评审机构(THE HOSPITALITY AWARDING BODY)颁发的 NVQ 证书。英国的生活为她的西餐服务口语打下了坚实的基础。归国后,她在西餐系首次开设了西餐饮服务课程。

作为独立策划,看了林红详细的写作计划,我提出四个原则性的写作要求:

1. 体系化。作为基本教材,要有系统性,要包括餐饮服务的各个主要环节,要涉及中外主要菜系。
2. 实用性。注重培养学生的实际工作能力。
3. 文化内涵。要有一定的文化内涵,提高“实用性”的层次,培养学生向中外客人介绍中国丰富多彩的饮食文化的能力。
4. 趣味性。餐饮服务的学习要生动活泼,饮食文化的学习要有很强的趣味性。

确定了以上原则,林红就投入了艰辛的写作工作。其间,我们多次联系,对她的稿子提出过一些修改意见。一年多以后,交来稿子,这四项原则,已经具体落实在本书中,体现在如下方面:

全书共十二个单元,每单元分餐饮服务、烹饪技术和趣味阅读三部分。

第一部分饮食服务(Food and Drink Service)主要包括迎宾、菜肴服务、酒水服务、宴会服务、英式早餐服务、自动售货服务、餐桌礼仪及食俗等。每单元一个服务话题,分以下几项内容:

一、句型学习(Patterns Learning)

选取该单元服务话题中最典型、最常用的英语句型,以便学生练习。

二、对话(Dialogue)

每单元安排两组对话,一组以中餐服务为话题,一组以西餐服务为话题,作为服务主题的学习范例。

对话后安排一个角色扮演练习(Role Play),要求学生模仿本单元对话进行角色扮演,以锻炼学生的口头表达及应变能力。

三、岗位指导(Guideline)

在单数单元安排该项,旨在给予学生具体的工作指导,如基本礼节、注意事项等。

四、课文(Text)

课文主要是与该单元服务主题及岗位相关的趣味性文章,目的是扩大阅读量与知识面,提高学生的饮食文化素养,熟悉食风食俗、进餐礼仪等。

第二部分烹饪技术(Culinary Skill)主要是中西名菜名点的介绍,包括菜肴历史与烹饪方法等。

该部分精选中外菜肴,从选取范围看,既考虑到广度,又照顾到重点。从广度看,涉及世界烹饪的三大菜系:中国菜、法国菜和意大利菜;在诸菜系中又以中国菜为重点,涉及中国著名的四大菜系:鲁菜、川菜、苏菜和粤菜等。中国菜精选了四川、北京、上海及广东等地的名菜名点,西餐精选了法国、意大利、英国、美国及德国的名菜名点。从烹饪技术角度看,所选中国菜包括红案、白案及食雕等;所选西餐包括西餐西点的制作方法及火烧。中外菜肴及其制作方法在读者面前展现得淋漓尽致,多姿多彩。

第三部分趣味阅读(Interesting Reading)主要是菜肴典故和与中外餐饮有关的掌故轶闻等,一方面增强学生的学习兴趣,另一方面培养学生向中外客人介绍中国烹饪文化的能力。

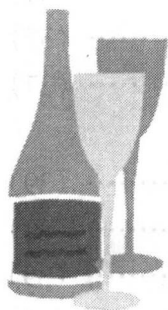
本书的附录部分也为大家提供了一份宝贵的资料,是作者十几年来辛勤积累、整理的餐饮服务与烹饪专业的常用英语词汇。该部分包括饮食服务用具、厨具、烹饪术语、味和味型、调味品、中餐菜谱、西餐菜谱等,都是大家学习与工作中不可或缺的资料。

我们曾就以上内容与体例征求过学生与教师的意见,他们认为目前正缺少这样既生动有趣又有厚重感的餐饮服务与烹饪方面的英语教材,相信该书的出版将是北京大学出版社对中国高校献上的一份厚礼。

林红为本书付出了许多心血,这从图片的制作上也可看出。为了提供生动的餐饮服务的情景图片,林红请专业摄影师、专业“演员”(餐厅服务员),在成都著名餐厅专门导演拍摄了本书中的大部分图片。

责任编辑一打开原稿,就被丰富多彩、趣味横生的内容吸引,觉得这是一本生动活泼、有文化意蕴的书。在一个春日融融的周末,我们去爬香山,责编给我们讲起本书中“西湖醋鱼”的故事,大家听了顿觉“新鲜有味”,“口感”胜于真正吃了一盘“西湖醋鱼”。

张孝民
北京大学出版社
2003年3月



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Unit 1 One



Greeting Customers

Learning Objects

Showing Guests to the Table

Culinary Skills of Ma Po Beancurd

Section One Food and Drink Service

Activity 1 Patterns Learning

- ❖ Good evening, sir. Welcome to Tianfu Restaurant.
- ❖ Would you like to sit by the window / in the corner / in the bar?
- ❖ We have a reservation for a table for ten.
- ❖ I wouldn't mind a glass of wine / orange juice / a cup of coffee.

Activity 2 Dialogues

Showing Guests to the Table



A

Head Waiter

Good afternoon, sir. Welcome to Green Forest Tea Garden.

Guest

Thanks.

Head Waiter

How many persons, please?

Guest

A table for four, please.

Head Waiter

Would you like to sit in the smoking area or would you prefer non-smoking area?

Guest

Well, non-smoking area, please.

Head Waiter

I'll show you to your table. This way, please. Is this fine?

Guest

Oh, this is just fine.

Head Waiter

Please take a seat, sir.

Guest

Thanks.

Head Waiter

A waiter will come to take your order. Just a moment, please.

B

Head Waiter Good evening sir, madam.

Mr. Martin Good evening. We have a reservation for a table for two in the name of Martin.

Head Waiter Yes, sir. May I take your coats?

Mr. Martin Thank you.

Head Waiter You're welcome. Would you like to come to the table or would you prefer to order in the bar?

Mr. Martin I wouldn't mind an aperitif. We'll order in the bar.

Head Waiter Please follow me. I'll bring you the menu in a moment.

Words and Phrases for the Catering Industry

reservation [ˌrezə'veɪʃn]	n.	预定的座席或房间
aperitif [ə'perətɪf]	n.	开胃酒
menu ['menju:]	n.	菜单
smoking area		吸烟区
non-smoking area		非吸烟区

Task Choose partners and role-play the following situation:



Make up a dialogue with the given situation. Imagine that you are a guest in a restaurant. Your partner is the head waiter. You've reserved a table for six at 7 o'clock in the evening. The head waiter greets you and shows you to your table.

* Guideline

After you have greeted customers, you should do the following:

☞☞☞ Ask if they have reserved a table—"Do you have a reserva-

tion?"

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 customers you know by name, large parties and VIPs, you should be able to show them straight to their table without referring to the book in their presence.*

☞☞☞ *For customers without a reservation, confirm the number of people—"How many people, please?"*

When tables might not be available, you should think for a moment about the customer or customers before you decide how to present your question:

For a couple who almost certainly want a table for two—"We have a table for two by the window, or if you would prefer the non-smoking area."

For a family arriving together which is unlikely to be waiting for others—"We have a table for 6 free, would you mind sitting there?"

For a single person who probably wants a table for one,—"We have a nice table over there if you are dining on your own, or..."

If no tables are available, give an estimated waiting time. If this is not too long, the customers 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 customers waiting for a table: tell them of any change to the estimated delay, ask them: "Would you like to have more drinks?"*



Waiter-Host

Some of my workmates are really lucky. They have a full-time host person who does all the seating and greeting. Where I work, these days, we do not. It is I who seats customers whenever there is no waitress arranged to work. However, a lot is to be said for the first contact, the first impressions.

Take the moment the restaurant door opens. Happy, friendly, hungry and

thirsty people step inside. I get to greet them. I do my job in a businesslike manner with a "Good evening and welcome!" The next question "May I ask for your name or the name used for your reservation?" is formal too. It is just another stiff phrase. I give the customers a seating choice, either on the heated open space with a wonderful view at Monterey's night sky or indoors. All these are rules we should always follow.

Contrary to what I am doing, my thoughts are much more casual. With many of my guests I feel like a family, giving them a hug, taking them by the hand, leading them to the best table available in the house would be more appropriate. Sometimes I think my customers feel that I am sincere. However, I keep my feelings under control while I offer to bring them anything they want. But truly I would like to change the greeting at the door to: "Come on in folks. I'm so happy, you are here. You all have a seat and let me show you how much we appreciate you all!"

I do not present myself this way. I am not shy. My behavior is learned, copied from stiff and formal role models. No, I don't hug kiss my guests, except sometimes when some ladies say good-bye with such actions. I am trained to treat each customer like a famous person coming to the restaurant where I work. And it does not stop there. I feel like a tour guide going with our customers over the menu. When I say "If there is anything I can help you with, don't hesitate to let me know!" I mean what I say!

Words and Expressions

madam [ˈmædəm]	<i>n.</i>	女士, 夫人
businesslike [ˈbiznɪslaɪk]	<i>a.</i>	有条不紊的, 工作认真严肃的
stiff [stɪf]	<i>a.</i>	生硬的, 拘谨的
indoors [ɪnˈdɔːz]	<i>adv.</i>	在室内
casual [ˈkæʒuəl]	<i>a.</i>	非正式的, 不拘礼节的
hug [hʌg]	<i>vt.</i>	紧紧拥抱
available [əˈveɪləbəl]	<i>a.</i>	可得到的, 可使用的
appropriate [əˈprəʊpriət]	<i>a.</i>	恰当的, 合适的
treat [tri:t]	<i>vt.</i>	招待, 款待

in the name of

用……的名字, 以……的名义

take... (for example/instance)	以……为例
contrary to	与……相反
under control	处于控制之下
come on	跟我来, 来吧

Proper Names

Monterey	蒙特里(美国加利福尼亚州 中部沿海城市)
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Notes

1. It is I who seats customers whenever there is no waitress arranged to work.
每次在没有安排女迎宾员迎宾的情况下, 就派我去引客入座。
2. Take the moment the restaurant door opens.
就拿餐馆开门的那一瞬间来说吧。
3. I give the customers a seating choice, either on the heated open space with a lovely view at Monterey's night sky or indoors.
我让客人选择座位: 要么坐在炎热的平台上观看到蒙特里的美丽夜景, 要么坐在室内。
4. No, I don't hug or kiss my guests, except sometimes when some ladies say good-bye with such actions.
不, 我不会去拥抱、亲吻我的客人, 除非有时一些女士用这种方式和我告别。
5. When I say "If there is anything I can help you with, don't hesitate to let me know!" I mean what I say!
当我说: “如果有什么事情需要我帮忙的话, 请马上告诉我!” 我说到做到!

Exercises

I. Answer the following questions on the text:

1. What's the job of a full-time host person?

2. Do you think the first contact with the customers important? Why or why not?

3. How does the author greet his guests?


4. *What does the author truly think of his behavior as a waiter-host?*



5. *According to the author's casual thoughts, what's a better way of greeting guests?*



6. *What does the author think of his behavior as a waiter-host?*



II. *Translation:*

A: Translate the following sentences from English into Chinese:

1. *I'll show you to table No.8.*



2. *Would you like a high chair for your child?*



3. *Would you mind sitting separately?*



4. *I would like to have a glass of water.*



5. *I prefer our table in a quiet corner.*



B: Translate the following sentences from Chinese into English:

1. 以罗伯特·马丁的名字预订了一张四人餐桌。



2. 与顾客的第一次接触很重要,就拿迎宾来说吧。



3. 服务员让顾客选择座位,要么坐在酒吧里,要么坐在餐厅里。



4. 与往常的行为举止相反,她对顾客一点也不友好。



5. 服务员在生气的顾客面前要尽量克制住自己的感情。

