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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

邮轮实用英语

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工学结合新

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(一) 基础科目

1. 计算机应用基础

(二) 电子商务

总主编 马魁君

1. 网页设计与制作

2. Internet 技术

3. 电子商务

4. 电子商务

5. 电子商务

邮轮实用英语

(三) 物流管理

1. 集装箱运输实务

2. 港口企业实务

3. 国际货运代理

主 编 杨 杰

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(四) 航海技术

1. 航海学总论

2. 航海英语

3. 航海气象与海洋学基础

4. 航海英语综合业务

5. 航海英语听力

6. 航海英语阅读

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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,成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、珠三角三大港口群为依托的三大国际航运中心,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、天津对外经济贸易职业学院、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。

前 言

《邮轮实用英语》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。

全球国际金融危机之后,世界经济走向复苏,中国经济贸易发展面临的内外环境趋于明显改善。与此同时,世界邮轮行业从规模、规格、航线与效益等方面均呈迅猛发展态势,保持着年均8%-9%的增长速度,远超国际旅游业的整体增速。目前全球豪华邮轮数量已达200多艘,船均配备800—1600名员工。伴随着越来越多的中国籍海乘人员陆续加盟到国际著名邮轮公司,国际邮轮公司对来自中国的高素质技能型海乘人才需求更为急切。

当前,天津海运职业学院根据教育部教高[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,为培养更加符合国际航海技术企业岗位能力需求的高素质职业人才,正在全力推进专业课程体系的改革,努力构建以学生就业为导向、以职业岗位能力为核心、以工作任务为主线、以操作过程为载体的应用型课程体系。

《邮轮实用英语》教材是依托国际邮轮的船上服务核心岗位的职责、操作流程与技能,充分发挥天津海运职业学院多年来探索、实践、积淀的邮轮专业实用英语的教学与培训优势,组织多名经验丰富的教师组成团队,在深入邮轮企业实践、调研的基础上,与邮轮企业的专家、海乘人员共同合作而成。

本教材的编写阵容强大。主编杨杰副教授,现任天津海运职业学院国际邮轮乘务和旅游管理系主任,毕业于香港理工大学酒店管理学院、美国俄克拉荷马大学商学院和美国佛罗里达国际大学酒店管理学院,获得香港理工大学酒店管理专业文凭、美国俄克拉荷马大学工商管理硕士和美国佛罗里达国际大学硕士学位。他曾先后就职于美国皇家加勒比海邮轮公司与国内外著名酒店开发和管理集团,并曾任教于中国旅游管理干部学院、天津商业大学,以及美国佛罗里达国际大学酒店管理学院,具有丰富的邮轮管理经验和专业教学经验。

《邮轮实用英语》的成功编写是笔者在航海技术类高等职业教育改革中的一种深度探索,其宗旨是引导学生在以邮轮服务工作过程为载体,按照国际邮轮的对客服务核心岗位,即邮轮餐厅服务、邮轮酒吧服务、邮轮事务与客房服务、邮轮厨房操作、船上康乐服务、船舶基础知识及海上安全应急等岗位上核心能力需要,将教学内容整合为6个工作模块。在每个工作模块之内,则依据相应岗位的服务职责、关键环节、操作流程与操作技能安排5-11个教学与训练单元,每个单元的内容都精心设计了服务情境,便于教师利用工作情境提供的条件充分调动学生的学习与实践兴趣,以英语为工具,模拟主动对

客服务、解答客人问题、应对突发情况、记录工作日志等工作过程,有利于学生在教师的引领下逐个环节地掌握国际邮轮服务与管理的基本知识和岗位操作技能。该教材的能力主线清晰突出、内容安排科学合理、情境训练生动仿真、知识传递循序渐进,答案翔实方便参考,是一部融教学与实训一体的创新型英语教材。

《邮轮实用英语》教材的主要特点有三点:一,本教材节取的工作情境、工作会话、问题解决等教学素材全部取自邮轮公司的业务一线,尽可能适应世界邮轮业务发展的最新变化;二,教材强化了邮轮服务工作过程系统化、实战型的理念,“教、学、做一体”的特点凸显;三,还针对涉外服务工作中存在的中西方文化差异这个难点,提供了丰富的邮轮服务文化知识,并把它有机地融入于邮轮的船上服务整体过程,有助于提高海乘从业人员的跨文化交际能力,满足广大学习者的需求。

《邮轮实用英语》由天津海运职业学院杨杰老师担任主编。“邮轮餐厅服务”部分由杨杰、吴质洁、张小兵编写;“邮轮酒吧服务”部分由杨杰、吴质洁老师编写;“邮轮事务与客房服务”部分由张小兵老师编写;“邮轮厨房操作”部分由吴质洁老师编写;“船上娱乐服务”部分由韩冬红、吴质洁老师编写;“船舶基础知识及海上安全应急”部分由韩冬红老师编写。本教材在调研与编写过程中得到了东亚海事船舶有限公司与新加坡中江有限公司管理人士与有关专家、资深海乘人员的鼎力支持与深度指导,在此深表谢意。

本教材内容翔实、任务真实、操作务实,适于高等院校邮轮乘务专业学生与有志于从事海乘及星级酒店管理工作的人士学习之用,亦可作为参加海事部门专业英语考试的参考用书。

由于编写者的邮轮船上服务实践经验尚存不足,教材的体例设计、内容选取以及整体安排难免有疏漏与不妥之处,敬请邮轮专业的专家学者、高等职业教育界的同仁与广大学子、读者批评指正。

编者

2010年6月

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2. 船舶货运
3. 航海气象与海洋学基础
4. GMDSS 综合业务
5. 船舶通信英语
6. 航海英语视听说

(五) 海事管理

1. 船舶与船员管理
2. 航运实用英语

(六) 酒店管理(邮轮乘务)

1. 酒店客房实务
2. 酒店西餐厅运营实务
3. 酒店前厅实务
4. 国际邮轮运营与管理
5. 邮轮实用英语

(七) 轮机工程技术

1. 船舶电气工艺测试

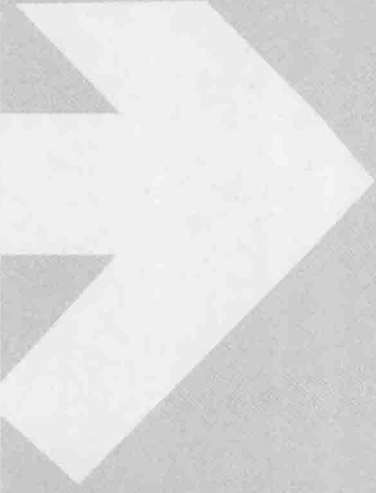
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Chapter 1



In the Dining Room

Lesson One

Dinning Schedule onboard the Cruise Ship

No matter what the passengers crave, they're bound to be satisfied when they dine aboard the Cruise Line. With several themed dining rooms and a new menu each evening, their dining experience will be a highlight of their voyage.

On the cruise ships, usually there are two seatings, Main and Second. Main Seating is staggered at 5:45 p.m., 6:00 p.m. or 6:15 p.m. Second Seating is at 8:00 p.m., 8:15 p.m. or 8:30 p.m. (Requests for specific dining times can be noted but not guaranteed.)



Note: Be sure to let the dining staff know the passengers' preferred seating time and table size when the passengers make their reservation. If for some reason the passengers don't get the time/table that they prefer, check their navigator when they arrive. There will be a time/place where they can inquire about changes.

In addition to the restaurants, passengers up to 18 and above can enjoy panoramic ocean views while dining.

FOOD AND BEVERAGE DEPARTMENT ONBOARD CRUISE SHIPS

Food & Beverage Manager

- Responsible for the management and supervision of the restaurants, bar, galley and related areas
- Responsibilities include food costing budgeting, training, maintaining a high standard of food quality, service, safe



handling of food supplies etc.

Restaurant Manager

- Responsible for the day to day operations and supervision of the restaurants including training, maintaining a high standard of food quality and service, cleanliness of the restaurant
- Reports directly to the Food and Beverage Manager



Maitre'D
Schemes that serve you better

Maitre D' (maitre d'hôtel)

- Takes care of seating arrangements and service
- Responsible for waiters/waitresses, wine stewards and busboys

Buffet Steward/Stewardess

- Serving meals and beverage, cleans tables
- Strong possibilities for promotion to Bar Steward, Junior Waiter, Assistant Waiter and Waiter

Dining Room Waiter

- Serving passengers, explaining the menu, making recommendations, supervises assistant waiters assigned to their tables

Dining Room Assistant Waiter/Waitress

- Assisting dining room waiters in the food and beverage service, service passengers as directed by the waiter



Meal time and room service

6:00 a.m.	Room Service
8:00 a.m. — 10:30 a.m.	Breakfast in the Dining Room
11:00 a.m.	Lunch Buffet
12:00 a.m.	Lunch in the Dining-Room
2:00 p.m.	Chinese Grill
4:00 p.m.	Pizza from the 24 hour Pizzeria, served by the pool
6:30 p.m.	Dinner
10:30 p.m.	Sandwich at the Pizzeria
12:00 p.m.	Midnight Buffet
1:30 a.m.	Scrambled Eggs and Bacon on the Late Night Mini-Buffet
3:30 a.m.	Dancing, pizza served
4:00 a.m.	Turkey Sandwich for room service

Dialogue 1

- Dinner Staff: Dinner Staff. May I help you?
- Passenger: Yes, I want a table for the main seating.
- Dinner Staff: How many people are in your party ?
- Passenger: Just four.
- Dinner Staff: Very well, sir. A table for the main seating at 8:00 p.m. May I know your name, please?
- Passenger: Bill Smith.
- Dinner Staff: Thank you for your calling, Mr. Smith. I have reserved a table for four people for the main seating at 8:00 p.m.
- Passenger: Thank you. Good-bye.
- Dinner Staff: Good-bye.

Dialogue 2

- Dinner Staff: Dinner Staff. May I help you?
- Passenger: I'd like to reserve a table on Deck 10.
- Dinner Staff: For what time, please?
- Passenger: For 6:00 p.m.
- Dinner Staff: I am sorry. There isn't any table left for 6. We can find one for you at 8:00 p.m.
- Passenger: That will be fine. Thank you.

OCCUPATIONAL HEALTH & SAFETY <1>

PREVENTING ACCIDENTS

- Follow ALL safety guidelines.
- Clean up food spills on the floor immediately to prevent slipping.
- Use a "wet floor" sign where necessary to warn others.
- Set trays and dishes back from the edges of the stations and tables to prevent them from being knocked off when guests pass by.
- Load trays to prevent dishes from sliding off or stacks from slipping.
- Load trays to a weight that you can lift safely, wear a safety carrying belt.
- Nest cups by turning handles in opposite directions to make them fit properly.
- Avoid carrying glassware in the fingers so the rims touch, causing cracks and chips.

- Do not leave cupboard doors ajar or chairs pushed out.
- Enter and exit areas through the correct doors.
- Display an awareness of the movement of other staff and guests.
- Warn guests and staff when dishes are hot (use waiters cloth).
- Use proper lifting technique, remember to bend from the knees, not the back.
- Do not try to lift heavy objects by yourself.
- Do not carry too many objects at a time.
- Store heavy items on a lower shelf.
- Move with efficiency, but avoid rushing and running.
- Keep pathways clear of objects.

CHEMICALS

- Only properly trained workers handle hazardous chemicals.
- Employees have safety equipment to use when working with hazardous chemicals.
- Ask your supervisor questions about the substance.
- Do not store chemicals near food storage, prep or serving areas.
- Follow the instructions on the label for proper handling and storage methods.
- Know emergency procedures and who to call in the case of an emergency.

Words and Expressions

deck [desk] *n.* 甲板, 层面

panoramic [ˌpænəˈræmɪk] *adj.* 全景的

main seating = early seating 前期座位, 早期座位

second seating = late seating 后期座位

maitre d'hôtel [meɪtrə ˈdɒtəl] (大饭店的) 侍应部主任, 侍应部领班

tuxedo [tʌkˈsiːdəʊ] *n.* 男士无尾半正式晚礼服

Notes

1. Note: Be sure to let the dinner staff know the passengers' preferred seating time and table size when the passengers make their reservation.

注: 确定已通知侍者旅客在餐厅预订座位的时间和大小。

2. Dinner apparel

What can you wear to dinner? Dinner falls into three categories: formal, informal (also called semi-formal) and casual.

— Breakfast & Lunch: no special dress code, even in the dining-room. Shorts and tasteful t-shirts are acceptable. No swim suits or cover-ups.



- Dinner: no shorts (although you have seen this on casual nights)
- Casual: slacks (nice jeans) and sport shirt
- Informal: suit or sports coat with tie; some ships don't require a tie
- Formal: dark suit or tuxedo

Some newer ships (i.e. Sun Princess) now have alternative dining facilities where you can dress almost any way you want to. On a seven night cruise they will normally have two formal nights and one or two informal nights. Three and four night cruises have one formal night.



Exercises

I. Answer the following questions.

1. What are main seating and second seating?
2. What do the dinner staff have to know when the passengers make their reservation?
3. What can you wear to dinner?
4. What are the Cruise Ship Dining Room Waiters' responsibilities?
5. How do you prevent accidents when serving guests?

II. Make a dialogue with your partner about making a reservation on a cruise ship.

Lesson Two

Breakfast

BREAKFAST À LA CARTE

2 plats : 25,00 €
3 plats : 32,00 €

2 courses : 25,00 €
3 courses : 32,00 €

Fruit:

First Tracks / Extras 6,00 €

Grapefruit half

Banana melon (in season)

Orange and grapefruit sections

Starter

Soup of the Day
Soupe du jour



Take your choice in the homemade chutneys and salsas
Faites votre sélection avec nos chutneys et salsas maison

Carrot and onion with pickled cucumber and dill cream with toast
Carottes et oignons avec sauce au concombre et aneth

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Baked apples

Stewed prunes

Chilled Juices:

Orange

Grapefruit

Pineapple

Apple

Tomato

Prune

Cereals

Corn flakes Frosted Flakes

Special K Corn Pops

All Bran Raisin Bran

Cocoa Krispies Granola

Wheat Minis Rice Krispies

Bran Flakes Corn Flakes

Crispix Cruncheroos

Fruit Loops Smart Start

Smacks Hot Cream of Wheat

Hot Oatmeal Hominy Grits

Plain, strawberry or peach yogurt

First Tracks / Extras 6,00 €

First Tracks / Extras 6,00 €

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