

经济管理实验实训系列教材

饭店英语实训教程

Practical English for Hotel Operation

主编 杨雁



西南财经大学出版社
Southwestern University of Finance & Economics Press

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图书在版编目(CIP)数据

饭店英语实训教程/杨雁主编. —成都:西南财经大学出版社,
2012. 7

ISBN 978 - 7 - 5504 - 0737 - 4

I. ①饭… II. ①杨… III. 饭店—英语—教材 IV. ①H31

中国版本图书馆 CIP 数据核字(2012)第 153081 号

饭店英语实训教程

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责任印制:封俊川

出版发行	西南财经大学出版社(四川省成都市光华村街 55 号)
网 址	http://www.bookej.com
电子邮件	bookej@foxmail.com
邮政编码	610074
电 话	028 - 87353785 87352368
照 排	四川胜翔数码印务设计有限公司
印 刷	四川森林印务有限责任公司
成品尺寸	185mm × 260mm
印 张	6.5
字 数	90 千字
版 次	2012 年 7 月第 1 版
印 次	2012 年 7 月第 1 次印刷
印 数	1—2000 册
书 号	ISBN 978 - 7 - 5504 - 0737 - 4
定 价	15.80 元

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前言

随着国际饭店业的迅猛发展，饭店英语得到广泛运用，并已成为饭店从业人员与外宾交流的主要语言工具。饭店英语乃饭店员工需要掌握的一项基本技能。

饭店英语专业性强，强调实际操作技能。本书突出旅游饭店服务行业的特点，注重应用型人才培养，依照旅游饭店岗位服务场景、工作流程和职业技能要点，通过旅游饭店营运部门的真实工作情景，指导饭店专业学生实训，以达到学以致用、强化技能的目的。

本书作为专用的实训教材，注重饭店英语交际能力的培养。全书共分为六个单元，以史密斯先生一家为人物主线，从客人预订房间到结账离店的过程中，设计出客房预订、前台接待、行李服务、客房清扫、投诉处理、西餐点菜、酒水服务、咨询服务、收银结账等一系列饭店服务工作情景，涉及前厅部、客房部、餐饮部等饭店营运部门的业务活动，以项目教学训练方式，启发和指导学生，培养学生运用英语为客服务的能力。

本书不同于其他同类教材之处是，没有英语语言表达方式的罗列和讲解，而是设计出饭店服务工作场景，提出问题，帮助学生完成相关训练项目，以简明实用为目的。

本书可作为饭店从业者和饭店服务专业学生的培训教材和辅导读物，也适用于职业能力考核、鉴定和培训使用。

本书借鉴了一些国外同类饭店培训教材的编写形式与风格，在此表示感谢。

由于时间仓促，编者水平有限，不足之处，望使用者指正。

编者

2011年8月

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MODULE ONE HOTEL WORLD

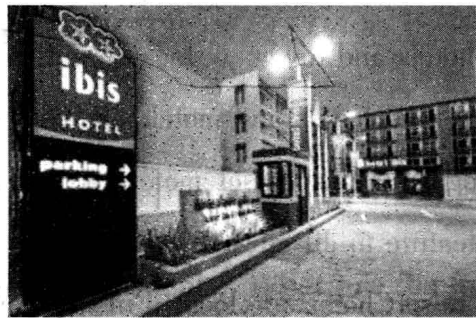
UNIT ONE HOTEL INTRODUCTION (I)

I. SITUATION

Directions: Look at the photos of hotels. How much do you know about the hotel types?



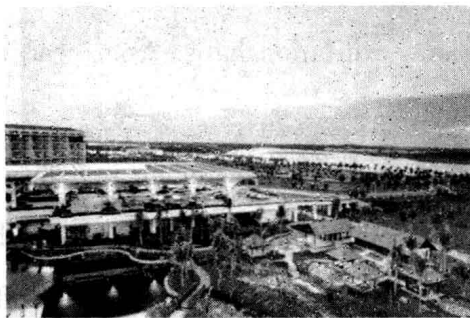
Luxury Hotel



Economy Hotel



Executive Hotel



Resort Hotel



Apartment Hotel



Motel

II. PRACTICE

1. READING

Directions: Read the introduction to the different types of hotels.

Hotel Types

Different categories of hotels serve different clientele. The commercial hotel provides service essentially for transients, many of whom travel on business. Many city hotels and diversely located motels fall into this group. The service offered by commercial hotels and motels are very similar to that of those hotels. But the one distinguishing aspect of motels is free parking on premises. Few hotels can offer this feature to all guests.

Resort hotels are located in vacation areas or scenic spots, which cater for vacationers and recreation-minded people with the helpful natural environment.

Convention hotels aim their services largely at the convention trade. Such hotels all feature a wide variety of restaurants, banquet rooms, meeting rooms and convention /exhibition halls. Some can accommodate up to 4000 guests at single convention.

Residential hotels cater for people who do not wish to keep house themselves and rent accommodations on a seasonal basis or even permanently. A residential hotel is usually an apartment building offering maid service, a dining room meal service and possibly a cocktail lounge. The food and beverage department is only a

small part which brings convenience to residents.

The major trend in hotel service today is toward the high-speed and convenience. Guests expect to find almost everything they need right in the hotel. To meet the requirements of guests, a hotel will leave no means untried. There are different levels and kinds of hotels. At the top are luxury or deluxe hotels. At the bottom are those that provide merely a place to sleep. For the various purposes, there are commercial or transient hotels, motels, resort hotels, residential hotels and convention hotels. Different services are offered in different levels and types of hotels.

2. SPEAKING

Directions: Conduct a field training to the different types of hotels in Chongqing or your area and make a short lecture on your impression to the class.

UNIT TWO HOTEL INTRODUCTION (II)

I. SITUATION

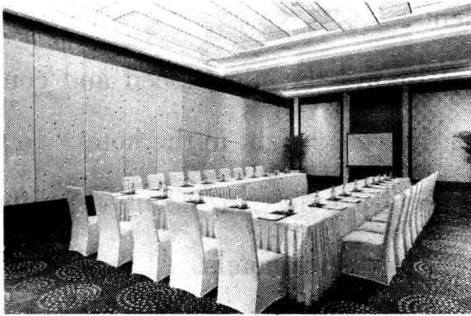
Directions: Look at the photos of hotel departments. What are the functions of these departments in the hotels?



Front Desk



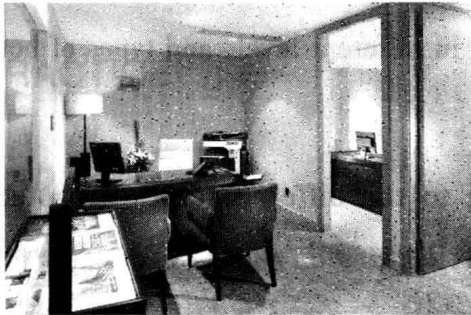
Restaurant



Conference Hall



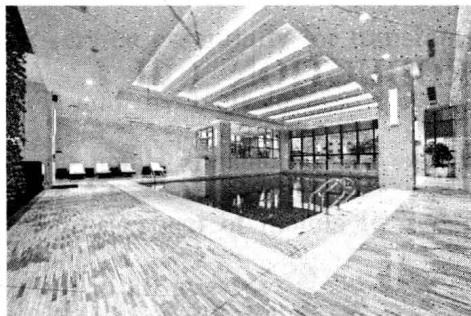
Banquet Hall



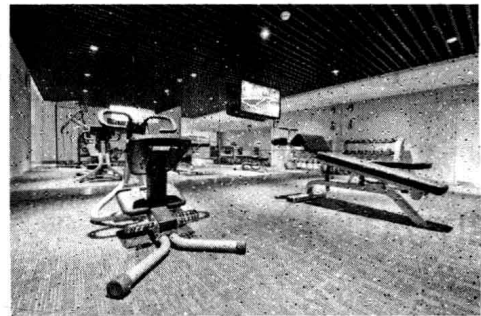
Business Centre



Executive Lounge



Swimming Pool



Fitness Centre

II. PRACTICE

1. READING

Directions: Read the introduction to the service provided in the hotels.

Hotel Services

Generally speaking, regular hotel services include the front office services, chamber services, restaurant services, recreation services, shop services and security services.

The front office deals with such questions as room reservation, guest reception and information response to guests' inquiry. A reservationist's job is to take reservations, cancellations and revisions, and write and send out the hotel's letters of conformation. Since the communications are well developed, advance reservations can be made by telephone, telegraph or telex. Then the hotel can confirm a guest's booking immediately with a reply telex and the incoming telex from the guest, which can be kept as the confirmation of the guest's booking. Guests are received at the front desk of the hotel where they register, pick up their keys and mail, request information, deposit their valuables and pay their bills. It is called the reception area where the reception services are given. The front desk employees work as the representatives of the hotel and play an important role in the business success.

Chamber services refer to what chamber maids need to do with the hotel rooms in which guests stay, for example, tidy up rooms, make the beds, hand out the things supplied by the housekeeping department, collect and deliver clothing for the laundry and so on.

A restaurant is an indispensable part of a hotel. Food and beverage are provided, which account for two fifths to half of a hotel's profit. In large hotels, the restaurant is made up of a grill room, different bars, cafeteria and room service. The food and beverage department employees, especially waiters, waitresses and bartenders, play an extremely important role in contribution to success of the services. A good waiter should serve the customers with a cordial smile, plenty of courtesy, sincere effort and efficiency.

Recreation services are for guests' pleasure and relaxation. Many hotels contain recreational facilities such as ballrooms, auditoriums, swimming pools or health clubs. There are modern stereo and lighting equipments for guests to sing and dance to music. Guests can also get some physical exercises by making use of sport equipments.

Most hotels have a shop where you can buy some necessities of life, travel i-

tems, handicrafts, special local products, food and drinks, snacks and so on. Customers feel pleasant to get such services because they don't have to walk a long way for the things they need.

Few hotels felt the need to offer security service until recent years. In many large hotels (particularly in downtown areas), a security department is now essential. Security personnel work not only to protect hotel guests and their belongings, but also to protect hotel property.

With the development of the hotel industry, there will be more complex departments offering additional services. The reputation of a hotel is decided by the degrees of comfort and service given to the guests. The motto - Reputation First, Customers Foremost will never be changed.

2. SPEAKING

Directions: Surf on the internet to collect materials on the famous international hotel chains and give introductions to the class.

UNIT THREE SELF INTRODUCTION (I)

I. SITUATION

Directions: Match each photo with a job title.



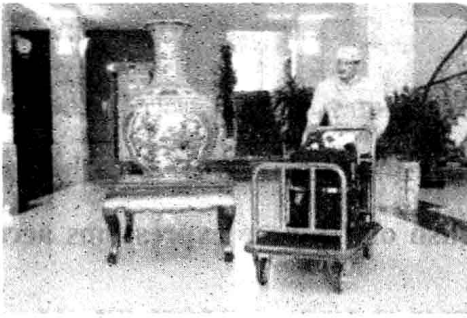
1. Nora



2. June



3. David



4. Carl



5. Nimo



6. George



7. Sam



8. Henry



9. Basil



10. Polly

A. I'm a porter.

C. I'm a waitress.

E. I'm a chamber maid.

G. I'm a doorman.

I. I'm a concierge.

B. I'm a receptionist.

D. I'm a chef.

F. I'm a bar tender.

H. I'm a security staff.

J. I'm an operator.

II. PRACTICE

I. WRITING

Directions: Write down the English or Chinese expressions according to the words given below.

Division	Department	Job Title
Administration	行政办 Executive Office	总经理_____
		副总经理 Deputy General Manager
		_____ Resident Manager
		行政助理 Executive Assistant
		_____ Executive Secretary
Support Center	人力资源部 _____	人力资源总监 Director of Human Resources
		人事部经理 Personnel Manager
		_____ Training Manager
	市场销售部 Sales & Marketing	市场营销总监_____
		销售部经理 Director of Sales
		_____ P. R. Manager
		高级/资深销售代表 Senior Sales Executive
	_____ Accounting	财务总监 Financial Controller
		财务部经理 Chief Accountant
		成本部经理 Cost Controller
		采购部主管 Purchasing Supervisor
	Engineering _____	工程总监 Chief Engineer
		工程部经理_____
		值班工程师 Duty Engineer
	Security _____	保安部经理 Security Manager
		_____ Asst. Security Manager

2. SPEAKING

Directions: What is your name? What do you do in the hotel? Introduce your jobs and your team members to the class.

UNIT FOUR SELF INTRODUCTION (II)

I. SITUATION

Directions: Where are you from? Mark your country on the map.



II. PRACTICE

1. WRITING

Directions: Filling in the blanks like the sample as follows.

Continent	Country	Nationality	Language
Asia	South Korea	Korean	_____
_____	Japan	_____	Japanese
_____	Turkey	Turkish	_____
_____	Thailand	_____	Thai
_____	Malaysia	Malaysian	_____
_____	Singapore	Singaporean	_____

表(续)

Continent	Country	Nationality	Language
_____	India	Indian	_____
_____	Israel	Israeli	_____
Europe	United Kingdom of Great Britain and Northern Ireland	British	English
_____	France	French	_____
_____	Germany	_____	German
_____	Greece	_____	Greek
_____	Italy	Italian	_____
_____	Portugal	_____	Portuguese
_____	Russia	Russian	_____
_____	The Netherlands	_____	Dutch
_____	Austria	_____	Austrian
_____	Poland	Polish	_____
_____	Sweden	Swedish	_____
_____	Switzerland	_____	Swiss
America	United States of America	_____	English
_____	Canada	_____	English or French
_____	Mexico	_____	Spanish
_____	Brazil	_____	Portuguese
_____	Argentina	_____	Spanish
Africa	Egypt	_____	Arabic
_____	South Africa	South African	_____
Oceania	Australia	Australian	_____
_____	New Zealand	New Zealander	_____

2. SPEAKING

Directions: Practice dialogues with your pairs following the sample.

A: Hello. My name is _____. I work in the _____ hotel.

B: Nice to meet you. I'm _____. What do you do at the hotel?

A: I'm a _____.