

饭店 情景 英语

● 郭兆康 主编

● 复旦大学出版社

HOTEL ENGLISH ALIVE

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内 容 提 要

本书是根据涉外餐旅业实际需要编写的英语岗位培训教材。全书分为五部分，分别介绍宾馆的游厅、客房、餐厅、商场和管理部门的常用口语。课文采用情景对话的形式，并有语法结构和功能简介，每篇课文后有大量练习，各部分后还有总复习练习。附录中收进了餐旅业工作人员常用的简易英语和有关术语。

本书也可供其他方面的涉外工作人员和广大英语学习者阅读和参考。

本书课文会话已由外国语言专家录音，并制成音带供读者学习时使用。

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编写说明

《饭店情景英语》(HOTEL ENGLISH ALIVE)原系上海涉外旅游饭店、宾馆、商场的员工岗位强化培训英语会话的试用教材,在两年来教学实践的基础上,我们又对其进行了修改和加工,增补了内容,现在以本书的面貌问世,为广大读者服务。

本书包括如下五个方面的常用专业会话

(1) THE FRONT OFFICE

前厅部

(2) THE HOUSEKEEPING DEPARTMENT

客房部

(3) F & B DEPARTMENT

餐饮部

(4) SHOPPING ARCADE

商场部

(5) HOTEL MANAGEMENT

经营管理

每个部分有导言、课文(会话)和复习等三项内容。每篇课文由若干组特定情景会话构成,并配有语法结构和情景功能的简单介绍以及各种类型的练习。这些会话,系编者深入饭店活动第一线,经过仔细观察体验和分析研究,去粗存精,筛选整理出来的。所用英语既符合西方人的说话习惯,又易于中国涉外饭店员工学习和运用。

由于中国旅游涉外饭店业在过去十年中发展迅猛,其人员来自四面八方,文化和社会层次差别较大,因此,在饭店员工外语教学中,须贯彻因材施教的原则。实践证明,根据员工的不同工种和外语程度分别采用高级、中级和初级等不同等级的培训和考试办法,是必要而且可行的。使用本书进行分级培训和考试的内容及办法如下。

级 别	培训和考试范围	考试方式	
		笔试	口试
A 级	全 书	要	要
B 级前厅	第一部分 (Part I)	要	要
B 级客房	第二部分 (Part II)	要	要
B 级餐馆	第三部分 (Part III)	要	要
B 级商场	第四部分 (Part IV)	要	要
总经理	全书	要	要
C ₁ 级	附录 I	不要	要
C ₂ 级	附录 I、II 或附录 I、III	不要	要

从旅游涉外饭店微观管理来看，其所属员工的外语总体水平实质上反映了饭店本身的服务、管理和经营水平。因此，员工参加培训和考试的成绩，即取得合格证的人数比例，应是考核和评定饭店星级的标准之一。

本书在上海市旅游局教育培训处与上海市教育研究协会的热忱支持和国家旅游局教育司的亲切关怀下，由上海旅游专科学校郭兆康任主编，上海电视大学张妙珍为副主编，华亭联营公司方树健，上海旅专张翠英和轻工职大赵国柱也参加了编写。国际旅行社上海分社詹允昭审阅了全书手稿并参加了部分编写工作。复旦大学陈雄尚教授和轻工职大郝竹钧审阅了部分内容。美国专家 Bentley (彭德兰) 女士认真审阅了本书前四部分。交通大学黄洁纲教授对全书编写作了指导。华亭联营公司张玉梅及陈季平、李敏也参加了部分工作。此外，本书在编写和出版过程中，始终得到各涉外饭店和联营公司培训部门以及各旅游院校的支持，他们还

提出了不少宝贵意见,我们在此一并表示感谢。

旅游涉外饭店岗位职务培训

英语教材编委会

1991 年 7 月

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