

国家教委规划教材辅助用书
中等职业学校饭店服务专业

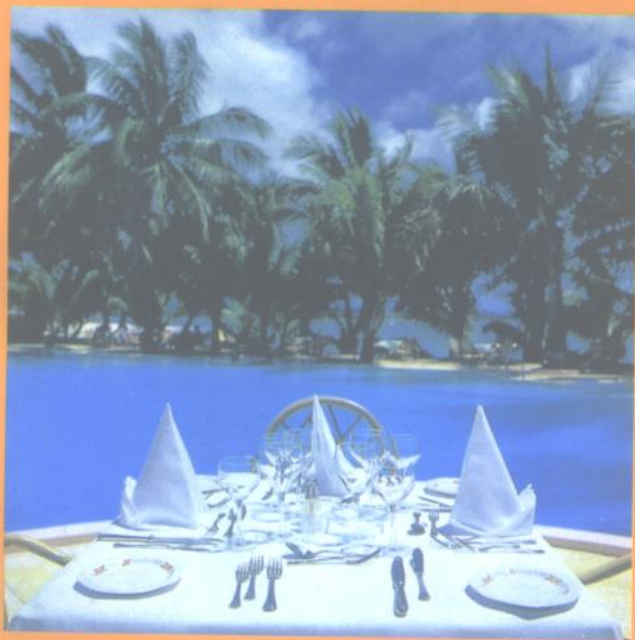


饭店服务英语

听力材料及练习答案

全国中等职业学校饭店服务专业教材编写组

郭兆康 主编



高等教育出版社

国家教委规划教材辅助用书
中等职业学校饭店服务专业

饭店服务英语 听力材料及练习答案

郭兆康 主编

郭兆康 迟 均 张翠英 张兆良 蔡志英 编

高等教育出版社

(京)112号

图书在版编目(CIP)数据

饭店服务英语听力材料及练习答案/郭兆康主编. —北京:高等教育出版社,1997.7

ISBN 7-04-005992-4

I. 饭… II. 郭… III. 饭店-商业服务-英语-视听教学-专业学校-教学参考资料 IV. H31

中国版本图书馆 CIP 数据核字(96)第 25410 号

*

高等教育出版社出版

北京沙滩后街 55 号

邮政编码:100009 传真:64014048 电话:64054588

新华书店总店北京发行所发行

中国青年出版社印刷厂印装

*

开本 850×1168 1/32 印张 6.125 插页 1 字数 150 000

1997 年 4 月第 1 版 1997 年 4 月第 1 次印刷

印数 0001—64 212

定价 7.00 元

凡购买高等教育出版社的图书,如有缺页、倒页、脱页等

质量问题者,请与当地图书销售部门联系调换

版权所有,不得翻印

内 容 简 介

本书是国家教委中等职业学校饭店服务专业规划教材《饭店服务英语》的配套用书。全书共 18 课,与教材各课相呼应。每课第一部分为课文、对话的参考译文;第二部分为练习答案;第三部分为听力材料。可供教师在教学中参考。本书也可供自学者选用。

3166105

CONTENTS

Lesson One	(1)
Lesson Two	(11)
Lesson Three	(21)
Lesson Four	(33)
Lesson Five	(47)
Lesson Six	(58)
Lesson Seven	(67)
Lesson Eight	(78)
Lesson Nine	(88)
Lesson Ten	(98)
Lesson Eleven	(109)
Lesson Twelve	(120)
Lesson Thirteen	(131)
Lesson Fourteen	(141)
Lesson Fifteen	(151)
Lesson Sixteen	(161)
Lesson Seventeen	(170)
Lesson Eighteen	(180)

Lesson One

参 考 译 文

课 文

什么是旅游业

在当今世界上,旅游业堪称为无烟的工业、无文字的书籍、无定式的外交。一方面,它已与石油业和汽车制造业并列为世界贸易的三大支柱。另一方面,它已是促进世界和平的一大媒介。此外,旅游业使我们更加热爱祖国、推动中国的对外开放,推进文物保护和环境保护工作。总之,旅游业在社会经济方面正变得越来越重要。无怪乎世界旅游组织提出一句名言:“旅游促进发展”。

旅游业由许多行业组成,包括饭店业、餐饮业、商场业、旅行社业等等。它们为那些需要旅行、食宿、观光、娱乐及购物的旅客提供各种必要而基本的服务。

我国旅游业各分支行业中,饭店业是至关重要的。根据饭店的目标市场、位置和设施条件,可将其分成不同的类别。但是,一切饭店的宗旨都是完全一样的,那就是:“为宾客创造一个家外之家”。

我们中的多数人正受训成为饭店工作者。我们为成为我国旅游业的新鲜血液而自豪。我们将为发展中国的旅游业而竭尽全力,让它为国家、为人民、为世界作出应有的贡献。

对话一

饭店业入门知识(一)

情景：年轻的英语教师周小姐(周)正在给她的学生(生)上复习课。

周：同学们，今天我们复习上星期学过的功课。我要提几个问题。准备好了吗？

生：准备好了。

周：旅行者在哪儿可以食宿？

生₁：可以去饭店、宾馆、客栈或汽车旅馆。

周：对，这些地方有个共同的目标。谁来说说饭店的宗旨是什么？

生₂：饭店是国内外旅客的家外之家。

周：很好。我们学过一家饭店包括“前台”和“后台”两大部分。请分别列举有哪些部门属于前者 and 后者？

生₃：“前台”包括前厅部、房务部、餐饮部、商场部、采购部……

生₄：对不起，我看采购部不属于“前台”，而是属于“后台”，“后台”还包括人事培训部、安保部等等。

生₁：“后台”还有财务部、工程维修部。众所周知，康乐部、销售部及公共关系部都属“前台”。

周：好极了。谁能就饭店旅客或饭店顾客说几句？

生₅：我来试试。旅客是饭店业中最重要的的人。

周：看来你们对饭店业已有所了解，现在请大家以“我爱饭店这一行”为题写篇短文，下课后交上来。有什么问题，请尽管问我好了。

对话二

饭店业入门知识(二)

情景：周老师和学生们正坐在一辆旅游车中。

周：同学们，今天我们将去参观几家不同种类的饭店。

生：好啊！

周：谁来讲讲如何划分现代饭店的类别？

生₁：我来试试。饭店通常可分为商务饭店、旅游饭店、度假饭店和会议饭店。

周：很好，什么是商务饭店？

生₂：它主要是为商务旅客设置的。

周：对，那么旅游饭店和度假饭店呢？

生₃：它们都是为游乐、休闲的旅客服务的。但是，度假饭店大都建在旅游景点，如乡野或海滨等。

周：好。谁能举出我市的一个会议饭店？

生₄：华天饭店不就是吗？

周：没错。它是我们今天参观的第一站。我们的第二站是五星级商务饭店——新中饭店。时间允许的话，我们还要去东海度假村玩玩。

(同学们一起欢笑鼓掌。)

KEY TO THE EXERCISES

I. Small Group Work

1. Questions for comprehension:

- (1) What is tourism?

In today's world, tourism is an industry without chimney, a book without word, and a diplomacy without set form.

In one word, tourism is a social and economical activity.

- (2) Why do we say tourism is an industry without chimney?

It is because tourism has become one of the three pillars of the world trade alongside oil and motor vehicles.

- (3) What essentials are included in a traveller's tour?

They are travelling, lodging, eating and drinking, sight-seeing, entertaining and shopping.

- (4) Please name some services that tourism can provide for the tourists.

They are services of hotels, restaurants, shops, travel agencies and so on.

- (5) To your knowledge, what can a hotel offer to its guests?

It can offer its guests lodging, catering, shopping, entertaining, and so on.

- (6) Do you think if tourism can promote development? Why or why not?

(Give your own comments.)

2. Recite DIALOG I and DIALOG II, and practise them with your classmates in and after class.

(Do it by yourself.)

3. Cued dialog:

(Do it by yourself.)

4. Mini role-play:

(Do it by yourself.)

II . WHATs and HOWs in Our Business

1. Decide whether the following statements are true or false.

(T)(1) Tourism can not only develop economy but also promote world peace.

(F)(2) Motels are very popular in developing countries.

(F)(3) The Front of the House is located in the front of the hotel.

(F)(4) Since a hotel is a home away from home for all the travelling guests, we are creating a home for our guests only.

(T)(5) In a sense, the Front Office Staff are the hotel's good will ambassadors(大使).

2. Match the terms on the right with their definitions on the left.

(d)(1) a place that provides lodging and food for travelers a. resort hotel

(a)(2) a location used for entertainment and recreation b. boatel

(e)(3) a hotel especially built for travelling motorists c. guesthouse

(g)(4) a hotel which aims at
convention service

d. inn

(f)(5) a hotel for people who
don't want to own
their homes and hire
accommodations on a
seasonal basis or per-
manently

e. motel

f. resident hotel

g. convention hotel

III. Lexical and Grammatical Drills

1. Fill in each blank with one given word or phrase.

to give impetus to to be dependent on to hesitate
to provide...for to provide...with to be vital to
all the more all the same

(1) When they have visited Beijing, Shanghai, Xi'an and
Shenzhen, those foreigners love China all the more.

(2) A hotel can provide the travelling guests with different
kinds of comfort and service.

(3) The success of a hotel is dependent on the guests and the
staff.

(4) We must never hesitate to help other people.

(5) Socialism is vital to the development of China.

2. Make out the meanings of the following, using the dictionary if

necessary.

(1) tourist	旅游者, 旅游的
tourism	旅游(业)
tour	旅行
(2) diplomacy	外交
diploma	证书
diplomat	外交官
diplomatic	外交的
(3) personnel	人员, 人事
personal	私人的
(4) classify	把……分类
classification	分类, 类别
classical	古典的
(5) housekeeper	客房部经理
(6) sightseeing	观光
(7) guesthouse	宾馆

IV. Translation

1. Translate the following into Chinese.

Hotel departments may be divided into “the Front of the House” and “the Back of the House” departments. “Front of the House” departments are those in which the staff have extensive guest contact. “Back of the House” departments are those in which the staff have little or no direct guest contact.

饭店的部门可以分为前台和后台。前台指的是员工和顾客有广泛接触的部门, 后台指的是员工和顾客接触较少或没有接

触的部门。

2. Translate the following into English.

- (1) 每个人都应当爱护文物,保护环境。

Everyone should love and protect the cultural relics and the environment.

- (2) 旅游是世界上发展最快的行业之一。

Tourism is one of those industries that are developing fastest in the world.

- (3) 我们的朋友遍天下。

We have friends all over the world.

- (4) 我们正在学习有关旅游业的入门知识。

We are studying tourism industry ABC.

- (5) 旅游业由饭店、餐馆、商场、旅行社、交通运输部门等组成。

Tourism consists of hotels, restaurants, travel agencies, tourist transportation and so on.

KEY TO THE READING COMPREHENSION

Choose the best answer according to the passage.

- (c)1. Americans take a holiday trip _____.

- a. all the year round b. for years
c. every year d. every other year

- (c)2. Which is not true to the passage?

- a. Some Americans now stay in a bed-and-breakfast home instead of in a hotel
b. The bed-and-breakfast inns are private homes opened to vacation visitors.
c. The bed-and-breakfast inns have been popular in America for a long time.

- d. The owners provide a morning meal for their visitors as a room for the night.
- (d)3. Many of these inns _____.
 a. have a long history b. have existed in the past
 c. are historical d. are buildings important in history
- (c)4. It _____ much less for the vacationers to stay at a bed-and-breakfast inn.
 a. makes b. spends
 c. costs d. uses
- (c)5. One reason why American travelers are beginning to stay at bed-and-breakfast inns is that _____.
 a. these inns are small and quiet
 b. the travelers don't have to pay for telephone or television
 c. the travelers can meet and talk with the local people
 d. the owners will show the travelers around the area

KEY TO THE LISTENING COMPREHENSION

Listen to the dialog, then give your judgment according to what you hear from the tape.

	GOLDFISH HOTEL		MELODY HOTEL	
SERVICE	GOOD	POOR	GOOD	POOR
TELEPHONE	GOOD			POOR
NIGHT LIFE		POOR	GOOD	
FOOD & DRINK		POOR	GOOD	
ROOM FACILITIES		POOR		POOR
WORK EFFICIENCY	GOOD			POOR

Tapescript

Listen to the dialog, then give your judgment according to what you hear on the tape.

A: I stayed at the Goldfish Hotel. I could not get a drink sent to my room after midnight. The refrigerator wasn't working.

B: I stayed at the Melody Hotel. There was a good, inexpensive restaurant on the 4th floor.

A: I made a phone call from the hotel room to my parents in Canada.

They were very happy to hear me.

B: Oh, you were that lucky. But when I phoned the Room Service there was never any reply.

A: I had nothing to do at night except having some drinks at the bar.

B: I could go to the bar, the recreational center or the disco hall at night, but the TV set in my room didn't work well.

A: A guest in the next room had a heart attack, and the hotel found a doctor immediately.

B: Oh, what efficiency!

Lesson Two

参 考 译 文

课 文

我 的 梦

每个十多岁的青年对明天都有梦想。我的梦想是做个优秀的饭店工作者。我把服务看作是事业,我将通过感人肺腑的服务,为中外宾客创造一个临时的家,为祖国打开一扇通向世界人民的窗户。当我让客人们享受着饱含中国情趣的舒适服务时,我将多么自豪。当我作为“友谊的天使”,结交那么多来自天南地北、各行各业的朋友时,请想一想我是多么幸福!当我的饭店由于我们实实在在的努力而日益兴旺,当我们的服务受到客人们的交口赞赏的时候,那是多么激动人心的事啊!您难道不觉得饭店工作是一个多么荣耀的职业?您难道不认为我的梦想既是高尚的却又绝不过分?

冰冻三尺非一日之寒。我完全懂得实现梦想决非易事。我要努力做到心情愉悦、仪表整洁,对人彬彬有礼,与同事协力同心。而讲究高效、精通技术、讲究科学、熟谙外语则更是必不可少的。最重要的品质是充满爱心和热心助人。

我喜欢我的梦想。我热爱祖国的旅游接待事业。愿我的梦想将在明天实现。愿那充满机遇与挑战的人生永远与我们年青人同在!

对话一

求职面谈

情景：人事部经理(理)手持王勇(王)的履历，正与他面谈。

理：早上好，王先生。请坐。

王：谢谢。

理：从您的履历上得知，三年前您从职校毕业后一直在华天饭店供职，当过餐厅服务员助手和领班。请问为什么您要到我们饭店来工作？

王：新中饭店是著名的五星级合资饭店，是本市最大的饭店。我获知贵店的体制对我颇为适宜。这是我选择贵店的理由。

理：您这些年来一直在餐饮部工作。倘若我们让您在前厅当接待员呢？

王：我将把它视作一个新的挑战。我会全力以赴的。

理：要知道您将接待许多外宾。

王：噢，我在学校的模拟前厅受过不少训练。此外，通过三年来在华天饭店的工作，我在接待英语国家客人时，丝毫都不感到紧张。

理：很好。我问了您不少问题。您有什么要问我的吗？

王：嗯，能请问一下此处工资待遇吗？

理：入店最初三月中，月薪为 600 元，外加工作餐。以后，则根据本店规章和本人表现，定期增资。

王：很公平合理。

理：还有件事，您什么时候能开始上班？

王：我愿马上开始。

理：好吧，一周后将奉告决定。谢谢您来面谈。再见。

王：谢谢您抽出时间接待我，先生。再见。