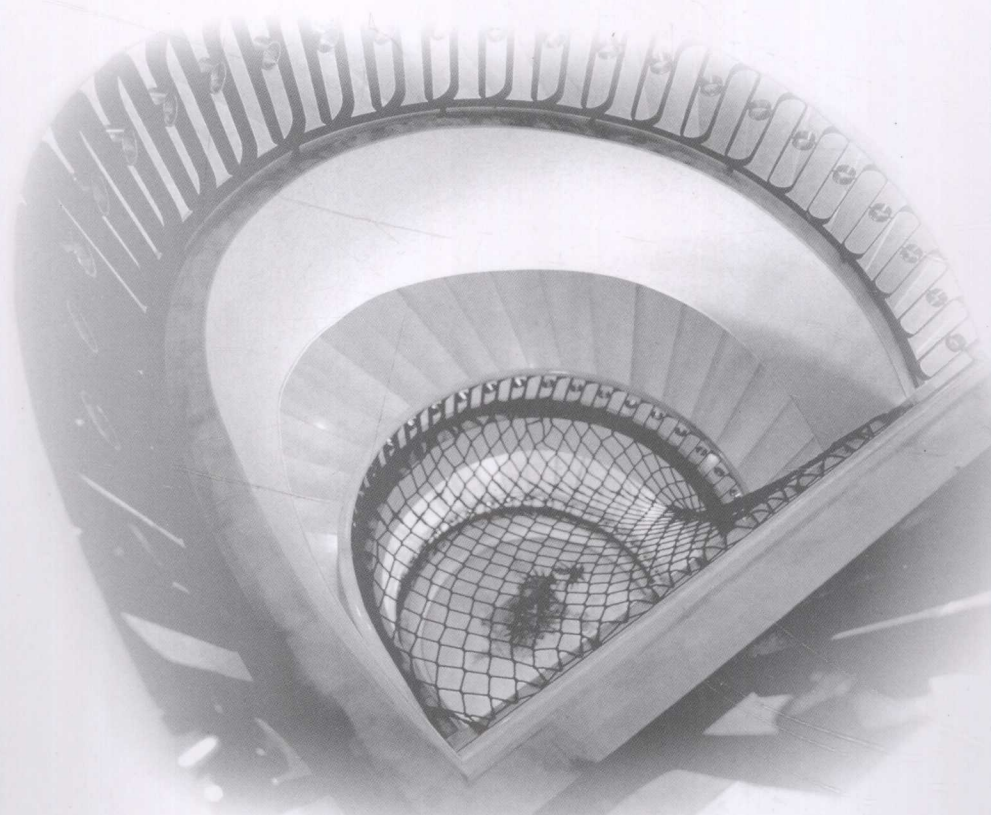


南开 职业英语  
系列教材

司爱侠 陈红美 编著

# 饭店酒店管理英语 实用教程

FANDIAN JIUDIAN GUANLI YINGYU SHIYONG JIAOCHENG



南开大学出版社

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天 津

# 内容简介

本书是面向职场而编写的饭店酒店管理英语教材。主要内容包括：餐饮业、前厅部、入住登记、客房部、在美国打电话的秘诀、如何有效地利用顾客投诉、健身中心、餐饮业收银员、食品服务部经理、点菜服务、酒水服务、餐桌礼仪及在未来技术时代中付餐费等。

本书体例上以由 Unit 为单位，每个 Unit 由以下几部分组成：情景对话——注重实用性，每篇对话有一个主题，内容简单且易上口。课文——选材广泛、风格多样、切合实际；单词——给出课文中出现的新词，读者由此可以积累专业的基本词汇；常用词组及句子——给出本单元所涉及的常用词组和句子；难句讲解——讲解课文中出现的疑难句子，培养读者的阅读理解能力；习题——针对课文的练习，巩固学习效果；文化沙龙——介绍一些饭店酒店方面的知识；练习答案——供读者对照检查。

本书既可作为高等院校饭店酒店管理类的专业英语教材，也可供相应的培训班使用。从业人员使用本书“自我充电”，亦颇得当。

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# 南开职业英语系列教材

## 丛书前言

随着我国改革开放的发展和国际经济一体化进程的加快,英语学习越来越受到重视。学习英语的根本目的在于培养英语的运用能力,尤其是在各行各业实际工作中的应用能力。仅仅通过一些考试,拿到若干证书是远远不够的。近几年的就业市场对英语的要求也发生了转变,从重视公共英语能力转向重视行业英语能力。许多招聘机构都在面试环节增加了对行业英语的测试。一些职业证书考试也包括了行业英语能力测试。因此,高校也普遍开设了相应的专业英语课程,以培养学生的职场竞争力。社会上各种行业英语培训班日益火爆、从业人员急切地自我充电。正是为了满足这些需要,我们编写了这套“南开职业英语系列教材”。

本丛书编写遵循以下原则:其一,拟真。我们在编写时充分考虑当前职场的实际状况,尽可能多地从应用角度取材,以期读者在学过本丛书后,感觉工作中的材料就像是书中的一个单元。其二,新颖。我们对各专业的最新发展都给予非常充分的关注。许多材料非常新颖,其出现可能才几个月,而不像其他同类书取材于数年之前的资料。其三,综合服务。我们认为,教材不仅仅是一本书,而是一个服务项目。因此,我们会为教师提供教学大纲、电子教案及参考试卷。也向其他读者提供答疑解惑。其四,动态维护。我们会根据行业情况的发展,不定期地修订教材。

本丛书的主编已经有 17 年的专业英语教材编写经验,多部教材入选国家“十五”及“十一五”规划教材,并成为全国畅销书。本丛书的编者都有编写教材的经验,都在教学一线,都有从事行业工作的实际经历。

本丛书可以用作普通高校专业英语教材;各种短期培训班使用本丛书亦颇得当;个人使用本丛书充电也会极有收益。

受我们才学之窘、时间之迫,书中必有不当之处,切望各位读者不吝赐教。

司爱侠

2008.3.5

## 前 言

饭店酒店业是我国从业人员众多的一个行业，也是我国涉外交往最广泛的行业之一。现在各个高校普遍开设饭店酒店管理类专业，意在为饭店酒店行业培养高级人才。具备相关专业知识并精通外语的人员往往处于竞争的优势地位，成为行业中的佼佼者。职场对从业人员的专业英语水平要求很高，这有力地激发了从业人员学习专业英语的积极性。本书就是面向职场编写的行业英语教材。

本书主要包括：餐饮业、前厅部、入住登记、客房部、在美国打电话的秘诀、如何有效地利用顾客投诉、健身中心、餐饮业收银员、食品服务部经理、点菜服务、酒水服务、餐桌礼仪及在技术时代中付餐费等。结合学生情况，面对学生毕业后的就业环境，根据未来工作实际的要求，本书做了切合实际的精心加工。

本书体例上以 Unit 为单位，每个 Unit 由以下几部分组成：情景对话——注重实用性，每篇对话有一个主题，内容简单且易上口；课文——选材广泛、风格多样、切合实际；单词——给出课文中出现的新词，读者由此可以积累专业的基本词汇；常用词组及句子——给出本单元所涉及的常用词组和句子；难句讲解——讲解课文中出现的疑难句子，培养读者的阅读理解能力；习题——针对课文的练习，巩固学习效果；文化沙龙——介绍一些饭店酒店方面的知识；习题答案——供读者对照检查。

在使用本书过程中，如有任何问题，都可以通过电子邮件与我们交流。我们一定会给予答复。如果读者没有收到我们的回复，请再次联系。邮件标题请注明姓名及“饭店酒店管理英语实用教程（南开大学版）”字样，否则会被当作垃圾邮件删除。读者也可通过出版社与我们联系。

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本书既可作为高等院校饭店酒店管理类的专业英语教材，也可供相应的培训班使用。从业人员使用本书“自我充电”，亦颇得当。

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# Unit 1

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## Introduction to Hotel Industry

### **Part One Dialogues**

#### *Sample Dialogue 1*

#### Interviewing General Manager of New York City Landmark

(R=Reporter M=General Manager)

R: James, my friend Dave Pollin, part owner of the Madison Hotel in Washington, D.C., tells me you are quite a polo player. Is that true?

M: Well, it is true that we have a friendly rivalry with Dave's hotel that is played out on the polo field. Together, our hotels have raised substantial sums for charity through our annual Madison Cup Challenge held on the Mall in Washington each year. I won't talk about who won the most recent outing.

R: I recently stayed at your hotel and I have to say I found it wonderfully comfortable. What do you think are the most distinguishing features of the property?

M: The Carlyle is a legendary icon in New York. Our history creates an expectation in our customers and it is something that we strive to honor every day. We believe The Carlyle is quintessential in New York.

R: Who are your customers and why do they choose the Carlyle?

M: We try to be a very discreet, low-key place. That appeals to a wide variety of people. We've had U.S. Presidents, movie stars, captains of industry, but we've also had just regular folks who enjoy our residential feel. With 60 co-ops in the building, you get a very welcoming, feel-like-home kind of atmosphere.

R: What are the best rooms in the house? If you were checking in as a guest, which view would you request?

M: Well you know we have some wonderful suites and junior suites, but anything in the Tower with a view of the Park is special.

R: You must travel a lot and get the chance to stay in great hotels. What are some of your

favorites?

M: I love the Plaza Athena in Paris. It's hard to beat the Peninsula in Hong Kong and I really enjoy the Beverly Hills Hotel when I'm in Los Angeles.

R: Any other interesting tidbits you want to share with our readers?

M: This year is our 75th Anniversary of the hotel's opening. We hope that many of our past guests will come back to celebrate with us, and that some new ones discover us.

R: Thanks so much for sharing your insights and thoughts with our readers. I can tell you that I personally look forward to returning soon for another night in your fabulous hotel.

## Sample Dialogue 2

### Applying for a Job

(A =Interviewer B=Job Applicant)

A: Personnel Department, Mr. Zhang speaking. What can I do for you?

B: Good afternoon. I am calling in answer to your advertisement in yesterday's *Yangcheng Evening News* for an English telephone Operator.

A: Oh, I see. May I have your name please?

B: This is Zhiwei Zhao speaking.

A: Do you think you have a good command of English for telephone operation?

B: Yes, I think so. I was a graduate of Guangzhou Vocational Middle School of Tourism. There I learned hotel English including English for telephone operation.

A: Have you had any experience on the switchboard?

B: Yes, I have been a telephone operator for over two years.

A: Where do you work now?

B: I work at Guangdong Guest Hotel.

A: I'm interested in your proficiency in English and work experience. Would you like to come here for an interview?

B: I certainly would.

A: How about Friday morning at nine o'clock?

B: That'll be fine.

A: Please bring your resume together with copies of your diploma and ID card. Come to Room 206 and ask for Mr. Zhang.

B: Room 206, Mr. Zhang?

A: That's right. We'll be looking forward to seeing you then.

B: Me, too. Thank you.

A: Thank you for calling. See you later.

B: See you on Friday.

### ***Sample Dialogue 3***

#### **Talking about Ethics Integrity**

(A=Manager B=Employee)

A: What kind of employee would you want to be?

B: Certainly a manager.

A: Great! But Rome was not built in a day. Don't you think you should start from the grass-roots level?

B: Yes, I see.

A: What do you think of the hotel business?

B: A hotel is to create a home away from home for all the traveling guests. I think hotel service is a very decent and honorable occupation.

A: You are right. So the most important quality is the real liking for people and a warm desire to help them. Don't you think so?

B: Yes, of course.

A: From now on, you are a representative of our hotel. I hope you'll remember that, with your courtesy and efficiency, you can let the guests enjoy western comfort with Chinese flavor. Make courtesy your second nature.

B: Well, I'll regard every guest as a VIP.

A: Good. Never forget our hotel's motto—"Reputation first, customer foremost." Pay particular attention to your behavior and language and be aware of the cultural differences.

B: My teacher told me not to use slang, coarse expressions, or swear words, not even use "OK," "Yeah," or "What."

A: Sure. Besides, I hope you'll be cooperative with fellow workers and loyal to the management.

B: Yes, I'll try my best to be a good team player.

A: That's it. There's another way we speak without words. That's by our facial expression, gesture, posture and even appearance and personal hygiene. Now let's go to the staff canteen for lunch.

### ***Useful Expressions***

1. It is true that we have a friendly rivalry with Dave's hotel.

确实，我们在和大卫的酒店进行了一场友谊赛。

2. The Carlyle is a legendary icon in New York

Carlyle 酒店在纽约是一个具有传奇色彩的神话。

3. With 60 co-ops in the building, you get a very welcoming, feel-like-home kind of atmosphere.

大楼里有 60 套组合式公寓，你会体验到一种非常热忱的、宾至如归的氛围。

4. We have some wonderful suites and junior suites, but anything in the Tower with a view of the Park is special.

我们有一些上等套房和次等套房，但是塔楼上能够观赏公园景色的房间都是特供房。

5. I personally look forward to returning soon for another night in your fabulous hotel.  
就我个人而言，我期盼着很快能回到你们美妙的酒店中再住一晚。
6. Please get me through to Personnel Department.  
请给我接通人事部电话。
7. I am calling in answer to your advertisement in yesterday's *Yangcheng Evening News* for an English telephone Operator.  
我打电话来是想谈谈你们昨天在《羊城晚报》上发广告要招聘一名英语接线员的相关事宜。
8. Have you had any experience on the switchboard?  
你有电话总台服务的经验吗？
9. Rome was not built in a day.  
欲成大器，绝非一日之功。
10. I think hotel service is a very decent and honorable occupation.  
我认为酒店服务是一种非常体面和光荣的职业。
11. With your courtesy and efficiency, you can let the guests enjoy western comfort with Chinese flavor.  
你可以用礼貌的举止言谈和高效的服务方式，让顾客享受到那份带有东方风味的西方舒适情调。
12. Never forget our hotel's motto—"Reputation first, customer foremost."  
永远不要忘记我们酒店的座右铭：“名誉第一，顾客至上。”

### ***Situational Dialogues***

Using the Sample Dialogue as a model, try to create a new dialogue with your partner.

**Situation 1:** Michael Johnson, one columnist for a magazine, is interviewing General Manager of Sun Hotel on how to run a hotel well.

**Situation 2:** Zhang Hua, one job hunter from Zhejiang University, is calling to Shanghai Hotel to apply for job opening of being a receptionist at the Front Office.

**Situation 3:** Mr. Black, a personnel manager of Sun Hotel, is explaining the system of the work shift to new employee, Zhang Hua, who wishes to do the day shift only.

## **Part Two Text A**

### **The Hospitality Industry**

Hospitality means people dealing with people. The hospitality industry is a phrase covering a variety of service industries from receiving a customer to servicing them, such as providing them food and beverages, or provision of a room and bed to sleep. The hospitality industry is



different from other industries, especially those that produce tangible products. This results in a less standardized product and a less controlled environment. The entire hospitality industry is in a constant state of making and delivering products, which are produced and consumed at virtually the same time, allowing little margin for error. It is often applied to hotels and resorts.

A complete history of the hospitality industry can be traced back to a long time ago. However, from a practical standpoint, inn-keeping, as we know it today, was not possible until the adoption of a standardized medium of exchange. With the birth of money during the sixth century BC came the first real opportunities for people to trade and travel. With travelers' areas of movement widened, their need for lodging became greater. Early inns were nothing more than a space within private dwellings that provides lodging, meals, and other services to the traveling public on a commercial basis. Inns have existed since ancient times (e.g., along the Roman road system during the Roman Empire) to serve merchants and other travelers. Medieval European monasteries operated inns to guarantee haven for travelers in dangerous regions. The spread of travel by stagecoach in the 18th century stimulated the development of inns, as did the Industrial Revolution. The modern hotel was largely the result of the railroads; when traveling for pleasure became widely popular, large hotels were often built near railroad stations. In 1889 the Savoy Hotel in London set a new standard, with its own electricity and a host of special services; the Statler Hotel in Buffalo, N.Y. (1908), another landmark, catered to the growing class of business travelers. After World War II, new hotels tended to be larger and were often built near airports. Hotel chains became common, making purchasing, sales, and reservations more efficient.

Hotels and other accommodations are as diverse as the many family and business travelers they accommodate. The industry includes all types of lodging, from upscale hotels to RV parks. Motels, resorts, casino hotels, bed-and-breakfast inns, and boarding houses also are included. Establishments vary greatly in size and in the services they provide. Hotels and motels comprise the majority of establishments and tend to provide more services than other lodging places. There are five basic types of hotels—commercial, resort, residential, extended-stay, and casino. Most hotels and motels are commercial properties that cater mainly to business people, tourists, and other travelers who need accommodations for a brief stay. Commercial hotels and motels usually are located in cities or suburban areas and operate year round. Larger properties offer a variety of services for their guests, including a range of restaurant and beverage service options—from coffee bars and lunch counters to cocktail lounges and formal fine-dining restaurants. Some properties provide a variety of retail shops on the premises, such as gift boutiques, newsstands, drug and cosmetics counters, and barber and beauty shops. An increasing number of full-service hotels now offer guests access to laundry and valet services, swimming pools, and fitness centers or health spas. A small, but growing number of luxury hotel chains also manage condominium units in combination with their transient rooms, providing both hotel guests and condominium owners with access to the same services and amenities.

Larger hotels and motels often have banquet rooms, exhibit halls, and spacious ballrooms to accommodate conventions, business meetings, wedding receptions, and other social gatherings.