



普通高等教育“十一五”国家级规划教材

饭店服务英语 (第二版)

ENGLISH FOR HOTEL SERVICE (2nd Edition)

姜文宏 李玉娟 编著

[美] Catherine H. Moyer 审校
Jack O. Moyer



高等教育出版社
Higher Education Press

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内容提要

本书是普通高等教育“十一五”国家级规划教材,是原新世纪高职高专教改项目成果教材《饭店服务英语》的第二版。

本书是根据饭店业相关职业岗位群的实际工作需要,从切实提高饭店服务人员的英语语言交际能力出发进行构思、设计和编写的,形式新颖、选材独到、内容丰富、语言规范、针对性强,对高职高专院校饭店管理与服务专业学生英语语言交际能力的强化训练具有较高的实用价值。

全书共设4个专题25个单元,每个单元包括单元要点、模拟训练、拓展阅读、综合练习4个部分。书后附有饭店服务英语常用专业词汇。本书还附有MP3录音光盘,可作为听、说训练素材。

本书可作为高等职业院校、高等专科学校、成人高等院校、应用型本科院校饭店管理与服务专业及相关专业的教学用书,也可供五年制高职、中职学校学生使用,还可作为饭店从业人员的业务培训教材和参考读物。

图书在版编目(CIP)数据

饭店服务英语/姜文宏,李玉娟编著. —2版. —北京:高等教育出版社,2008.12

ISBN 978-7-04-025292-7

I. 饭… II. ①姜…②李… III. 饭店-商业服务-英语-高等学校-教材 IV. H31

中国版本图书馆CIP数据核字(2008)第176387号

策划编辑	高 飞	责任编辑	叶 波	封面设计	张志奇
版式设计	王 莹	责任校对	王效珍	责任印制	朱学忠

出版发行 高等教育出版社
社 址 北京市西城区德外大街4号
邮政编码 100120
总 机 010-58581000

经 销 蓝色畅想图书发行有限公司
印 刷 北京鑫海金澳胶印有限公司

开 本 787×1092 1/16
印 张 17.5
字 数 420 000

购书热线 010-58581118
免费咨询 800-810-0598
网 址 <http://www.hep.edu.cn>
<http://www.hep.com.cn>
网上订购 <http://www.landaco.com>
<http://www.landaco.com.cn>
畅想教育 <http://www.widedu.com>

版 次 2004年4月第1版
2009年1月第2版
印 次 2009年1月第1次印刷
定 价 29.60元(含光盘)

本书如有缺页、倒页、脱页等质量问题,请到所购图书销售部门联系调换。

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物料号 25292-00

第二版前言

《饭店服务英语》一书自2004年由高等教育出版社出版发行以来,受到了全国各地不少高职高专院校饭店管理与服务专业师生的欢迎。他们反映,该教材的内容安排紧贴饭店员工的工作实际,具有较强的实用性。与此同时,他们也对如何进一步完善教材内容体系和编写体例等提出了许多中肯的意见。为了更好地满足广大用户的要求,顺应我国高职高专教育领域教学改革的趋势,我们对《饭店服务英语》一书进行了修订。

修订后的《饭店服务英语》共有4个专题25个单元,每个单元由4部分构成:第一部分为单元要点,列明本单元的教、学、考要点;第二部分为模拟训练,在保留原“情景对话”的同时,增加了“专业术语”和“常用句式”两部分内容,并在“情景对话”之后增加了三项专项练习;第三部分为拓展阅读,更换了部分阅读材料,增强了与饭店行业的结合度,同时对阅读材料后面的问题讨论作了统一规范;第四部分为综合练习,是本次修订中新增加的部分,旨在使学生通过各项练习,加深对本单元相关语言点和知识点的理解和掌握。

《饭店服务英语》由姜文宏、李玉娟负责修订。其中第一、第二专题由姜文宏修订,第三、第四专题与附录由李玉娟修订,姜文宏负责全书统稿。

北京联合大学张东昌教授和王毅副教授在百忙之中仔细阅读了修订大纲和书稿,并提出了宝贵的修改意见。为了进一步提高书稿质量,我们还特别邀请北京大学外国语学院外籍专家Catherine H. Moyer和Jack O. Moyer对全书进行了仔细的审校。本教材的修订,还得到了有关饭店及相关单位和同行的支持与帮助,在此一并表示衷心的感谢!

由于编者水平有限,疏漏之处在所难免,恳请广大读者不吝指正。

编 者

2008年10月

第一版前言

本书是教育部新世纪高职高专教育人才培养模式和教学内容体系改革与建设项目成果教材。

本书从饭店从业人员的实际工作需要,尤其是从提高饭店服务人员的英语交际能力出发进行构思、设计和编写,形式新颖、选材独到、内容丰富、语言规范、针对性强,对提高高职高专院校饭店管理与服务专业学生的英语交际能力具有实用价值。

本书共有4个专题27个单元,每个单元由3个部分组成:

第一部分为教学与考核要点,给出的是本单元的讲授、学习与考核要点。其目的是使教师和学生把握本单元的教学重点,使其教有目标、学有方向、考有重点。

第二部分为情景对话,内容的编排按照客人住店的时空顺序依次展开。前厅、客房部分情景对话的编排次序为预订客房、登记入住、进入房间、收发洗衣、问讯、投诉、结账离店;餐厅部分情景对话的编排次序为订位、安排入座、点菜、席间服务、投诉、结账等。对话情景的选择贴近饭店各相关部门的工作实际,所用语言简洁、规范,针对性和实用性强,便于学生学习、理解和掌握,更有利于学生英语口语交际能力的训练和提高。

第三部分为相关知识链接,安排一至两篇与本单元情景对话内容相关的阅读材料。具体内容涉及饭店的划分、饭店相关部门介绍、员工工作职责、客房的类型、中餐分类、餐桌礼仪、如何处理投诉等,旨在扩大学生的词汇量、拓宽学生的知识面,并对情景对话部分形成辅助和支撑。

在情景对话和阅读材料之后,安排了精心设计的练习,便于学生对相关知识点和语言点的进一步理解和掌握。

本书构思独特、内容新颖、实用性强、使用面广,既可作为高职高专院校饭店管理与服务专业的教材,也可供饭店从业人员或其他自学者学习之用。本书还配有录音光盘,可作为听、说训练的素材。

本书由姜文宏、李玉娟编写,其中第一、第二专题由姜文宏编写,第三、第四专题与附录由李玉娟编写,最后由姜文宏负责全书统稿。

辽东学院封亚东教授在百忙之中仔细阅读了本书的编写大纲和书稿,并提出了宝贵的修改意见。在本书的编写过程中,我们还得到了有关饭店及其他相关单位和同行的支持与帮助,在此一并表示衷心的感谢!

由于编者水平有限,编写时间仓促,疏漏之处在所难免,恳请广大读者不吝指正。

编者

2004年1月

使用说明

本教材分 4 个专题，共 25 个单元，每个单元由如下 4 部分组成：

第一部分为单元要点，列出的是本单元的教学、学习和考核要点，教师不仅要紧紧围绕这些要点组织教学内容、开展教学活动，还要引导学生在学习和备考过程中注意把握这些要点，做到教有重点、学有方向、考有目标，实现教、学、考、用四者的有机统一。

第二部分为模拟训练，是本书最重要的部分。所列术语均为饭店从业人员必须牢记的，所选句式也多是酒店服务人员工作中经常用到的。教师应该引导学生在熟练背诵“术语”和“句式”的基础上做到活学活用。在教授对话时，要注意引导学生总结并提炼贯穿于每个对话中的工作流程，这样才能达到举一反三的目的。同时，还要引导学生发现并掌握对话中出现的“术语”和“句式”。

第三部分为拓展阅读，安排的是与本单元主题相关的背景知识介绍，旨在拓展学生的知识面。教师可在引导学生熟读并了解短文基本内容的基础上，提炼出若干要点让学生掌握。

第四部分为综合练习，针对每个单元的训练内容而设，五种类型的练习由浅入深排列，目的是通过综合练习项目的完成巩固本单元所涉及的重要语言点和知识点。教师可根据具体情况引导学生在课上集体或课下单独完成每项练习。



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