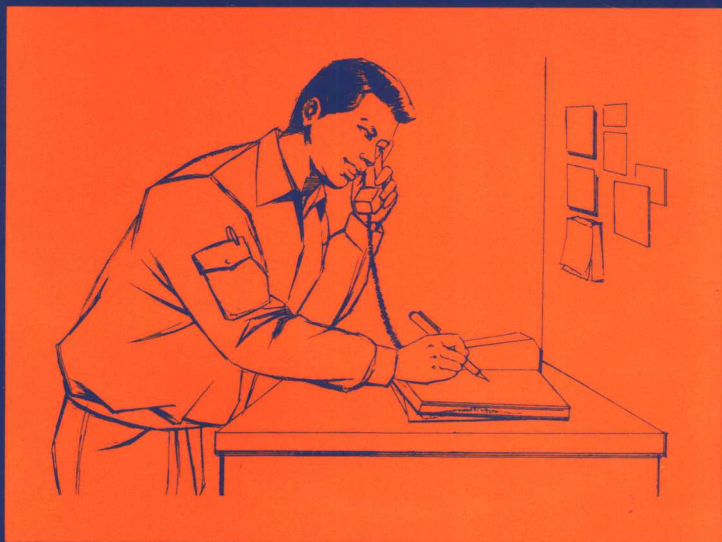


社 会 急 需 岗 位 实 用 技 能 读 本

服务业生存英语

鲍雪侣 周博恩 编著

张湘卫 翻译



清华大学出版社



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内 容 简 介

本书可帮助农村和城市中将走入服务业的青年用最短的时间学习和掌握服务业日常工作中需要的基本英语对话。本书的特点:

1. 实用——教授客房服务、餐厅服务和物业维修工作中与外国人打交道最常用的英语句型和单词。

2. 简单——本书面对没有条件学习英语的年轻人,不具备语言基础知识也一样能够学习、掌握。

3. 准确——本书作者的母语为英语,具有教育工作背景和酒店管理、物业管理经验,并在中国工作和生活多年。

4. 有效——本书内容已在北京百年农工子弟职业学校作为教科书应用于教学实践,并经学生实际使用证明有效。

本书附赠课文朗读 CD 光盘 2 张,读者如需其 MP3 文件,欢迎登录百年职业学校网站下载: <http://www.bnus.cn>

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Sally Borthwick (鲍雪侣)：现任澳大利亚驻华大使夫人，澳大利亚国立大学博士，研究中国教育。1974-1975年曾在北京语言大学和复旦大学学习中文，曾在日本、巴西担任英文教学工作。2006年在北京百年农工子弟职业学校担任志愿者，教授英文。1983年曾出版《清末教育改革》。

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插图：于杰礼

城市生活实用技能读本

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前 言

《服务业生存英语》是《城市生活实用技能读本》系列丛书之一。

这套丛书的编辑出版来自一个理想、一个信念以及一个团队：

一个理想是帮助那些因为各种原因缺少足够教育机会的年轻人通过学习，改变生活状态，立足社会；

一个信念是职业教育必须面向生活，解决就业需求；

一个团队是百年职校的志愿者教学团队。

2005年夏天，这个团队怀着这样的理想和信念，在北京的一个胡同里建起了我国第一所免费职业学校——北京百年农工子弟职业学校。百年职校的学生是贫困农民工子女或是年轻的农民工，来自全国各地。因为各种原因在不同的阶段辍学，水平参差不齐，与一般的学校大不相同。因此这个由劳动技能教育专家、大学教授和高中老师、企业管理人员和社会工作者组成的不同国籍的特殊志愿教学团队获得了独特的教学改革机会。在这场改革之中，教育是为了让学生真正掌握实际技能获得就业机会，而不是以书面考试取得学历为目标。全部教材都由老师根据学生的实际情况和实用性教学的特点自我编写，再在授课过程中根据学生的反馈予以调整。因此一套独特的技能培训教材就此产生。

百年职校是一个追求教育公平理想、寻找技能培训方法的实验室，《城市生活实用技能读本》是它的一个成果。我们之所以将此套丛书称之为城市生活实用技能读本，是因为本书的出版目的是帮助那些正准备进入城镇的年轻农民顺利进入新的生活环境，掌握一定的技能，找到适合自己的工作；也为那些已经成为企业员工而苦于技术水平不能满足岗位需求的年轻人提供自我培训的帮助；它不同于一般我们习惯称之为教材的书籍，它强调的是应用，而非原理。

在编辑这套丛书的时候，我们越来越意识到：城市生活实用技能教育确实需要普及。城市正在接纳越来越多的农村人口，进入城市的人们有平等的权力追求舒适生活。合格的技术服务和合适的生活方法，不仅仅是农民工进入企业和城市所需要的教育，也是全体市民对

节约资源和提高生活质量的共同追求。或许本套丛书能给不同的读者以不同的帮助。

在此感谢百年职校全体资助者和志愿者的工作！感谢清华大学出版社的支持和帮助！

《城市生活技能读本》编委会
2006年11月

Foreword

“Survival English for the Service Industry” is just one of the titles in the “Useful Skills for City Living” series.

The series was born of an ideal, a faith and a team. An ideal to help those whose youth was for whatever reason lacking in the educational opportunities that might have improved their living conditions and enabled them to become established in society; a faith, that vocational education must reflect actual conditions and must meet the needs of industry; and a team, the team of volunteer teachers at BN Vocational School.

In the summer of 2005, in a Beijing hutong, this team was pondering just this ideal when it created the country’s first free vocational school-BN Vocational School for the Children of Migrant Workers. BNVS students are the underprivileged children of migrant workers or are young laborers themselves who have come from all over the country. For a variety of reasons, their studies were abandoned at differing levels and standard schools were not equipped to meet their unique situations. Facing such a dilemma, this diverse, multinational team of labor education experts, university professors and high school teachers, industry leaders and social workers were presented with a unique opportunity for reform and innovation in education. With their input, education at BNVS focuses on allowing students to truly master the practical skills that will enable them to gain workforce opportunities in industry rather than following a system of written tests in the pursuit of academic credentials.

All the teaching materials are compiled by the teachers themselves according to practicality and the real situation of their students, so that the process of teaching can be adjusted and fine-tuned according to student feedback. In this way a unique set of skills training manuals was born.

BNVS is a believer in the ideal of equality through education and has become a testing ground for skills training methods. The “Useful Skills for City Living” series is one of the fruits of this labor.

The aptly named “Useful Skills for City Living” series aims to help those rural youth presently preparing to relocate to towns and cities to

ease into their new living environment, master a certain degree of skill and gain suitable employment, whilst also helping to provide self-development materials for those who have already entered industry but whose skills are found to be wanting in the workplace or labor market. Its difference to the kind of teaching materials we're familiar with is that it focuses on practicality, not theory.

During the editing of this work, we came to believe more and more that the teaching of city living skills is in need of much greater expansion. Cities today are absorbing an ever-growing population of migrant workers who all yearn for a better life.

By providing accredited technical skills and guidance on an acceptable way of life, this series meets not only the needs of these rural workers entering cities and industry but also those of city residents in terms of improved resource management and quality of life. It may be that this series will bring different kinds of help to readers of greatly varied circumstances.

With thanks to the many BNVS donors and volunteers for their work and also to Tsinghua University Publishing for its continued professional support.

“Useful Skills for City Living” Editorial Committee
November 2006

作者按语

本书的目的是指导服务业不会英语的工作人员学会实际工作需要的一些基本英语，以便在服务过程中与国外的客人进行最基本的交流。

本书总结了英语为母语的老师在教授服务业的学生过程中的经验，并根据学生的实际学习效果 and 雇主的实际评价反复修改内容。本书教授涉及服务业各个方面的词汇，采用记忆（句型和对话）结合实际练习的方法以帮助初学者能够流利讲出英语。本书的最大特点是帮助学习者能够自然流畅地使用与他们工作和生活相关的英语。

作者感谢姚莉对于本书编写的指导，感谢张湘卫对本书中文的翻译。感谢北京外语广播对课文朗读光盘制作的大力支持。

鲍雪侣

周博恩

2006 年 12 月

Survival English Foreword

This is a practical and useful guide to “survival English” for the service industry. The main goal is to enable learners to communicate on a basic level when meeting and being of service to foreign guests and clients.

The materials have been developed by experienced native speakers and refined on the basis of feedback from learners and their employers. They adopt a variety of approaches, combining memorization of dialogues and sentence patterns, exercises to build fluency, and communicative strategies. The key idea throughout is for learners to feel comfortable using natural English that will be relevant to their lives and work.

The authors acknowledge the guidance of Yao Li in the overall concept of this handbook, the invaluable assistance of Michael Zhang with the Chinese translations and the crucial support of Radio 774 in the recording of the audio CD.

Sally Borthwick
Brian Chowles
Beijing
December 2006

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Lesson 1

Self-introduction 自我介绍

Basic Dialogue 基本对话

Hello, my name is Tom. 你好，我的名字叫汤姆。

I come from Shandong. 我是山东人。

I am 20 years old. 我20岁。

I am a hotel worker. 我是一名酒店工作人员。



Dialogue 对话

A: Hello. 你好。

B: Hello. 你好。

A: What is your name?
请问你的姓名?

B: My name is Tom.
我叫汤姆。

A: Where are you from?
你是哪里人?

B: I am from Shandong.
我是山东人。

A: How old are you?
你今年多少岁?

[Note: You can ask children and young people how old they are but do not ask adults; it is considered impolite.

你可以问儿童和青年人的年龄，但不要问成人的年龄，因为这样做是不礼貌的。]

B: I am 20 years old .
我20岁。

A: Are you a student?
你是学生吗?

B: No, I am a hotel worker.
不，我是酒店工作人员。