



21 世纪中等职业教育系列教材
中等职业教育系列教材编委会专家审定

饭店服务与管理英语

主编 邓文生
吴 艳



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出版说明

本书适用于中等职业教育饭店服务与管理专业的教学及岗位技能培训。教材编写原则是以“学生为本”,全面培养学生综合运用英语、快速并熟练地掌握英语听、说等交际能力;培养能够用英语为海内外宾客提供服务的饭店服务人员和管理人员。

全书共12单元,涉及宾馆接待、公共关系、支付方式、客房服务、饮食、娱乐、购物等内容。每一个单元由听力热身、课文、情景小对话、课后练习等部分组成。每一篇课文都配有生词表、固定词汇搭配表,还有长、难句子的详细解释、要点注释等内容。书后附有各单元练习答案。本教材选材取自国内外最新资料,介绍了饭店服务与管理专业工作的特点及形式,课文的可读性较强。适合培训学生口头英语交际的能力;同时,遵循专门化用途英语的规律、紧密结合饭店行业特点,以情景对话英语为特色;注意将饭店服务意识、服务管理、科学经营流程、语言规范性及常用饭店服务与管理专业术语及常识有机地结合在一起。内容紧扣饭店服务与管理专业工作用语、饭店服务与管理专业术语及饭店服务与管理专业知识;练习主要是按照英语基础的语法、词汇及句法等相关英语语言能力的基要求编写。主要有看图说话、小组活动、小品扮演等模仿性较强、丰富多彩的基本功训练材料,旨在充分激发学生用英语进行思维的习惯、调动学生的想象力和创造力;在提高学生英语口语能力、英语应用型写作及阅读等综合运用能力的同时,使他们能够扩大并掌握一定数量的饭店服务与管理专业知识和英语词汇,为进一步学习深造或就业做好充分准备。根据中等职业学校性质与任务及学生的实际英语水平,中等职业学校的专业英语实质上仍然属于基础英语的教学大纲范围,即英语课主要是学习英语,而不是通过英语学习专业知识。因此,本教

材突出英语的基础性,强调听、说、读、译等语言技能的全面发展,同时兼顾实用性、趣味性和专业性。

本教材突出语言基本技能的提高,内容丰富,每单元的学习量大,建议饭店服务与管理专业教学每单元教学时数不少于10课时。非文秘专业及自学者可以根据内容重点取舍,建议使用4-6学时。

由于时间仓促,不足之处在所难免,恳请本教材的使用者不吝赐教,提出您的宝贵建议或意见,以便今后完善本教材,更好地服务于中等学校职业教育英语教学的需要。

编者

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Unit 1 What Is a Hotel?

Warm-up

Section A: Listen carefully, and choose the words you hear from the tape.

- Can I have a card with the _____ address?
A. hour B. motel C. house D. hotel
- Mary is a very good _____ guide
A. tower B. town C. tour D. towel
- Xu Yang is a _____ of Peace Hotel.
A. train B. training C. trainee D. trainer
- I would like to book a _____ room for two nights.
A. quilt B. quiet C. quit D. quitting
- The Smiths _____ in southern America last year.
A. drove B. drive C. travel D. traveled

Section B: Fill in the blanks with the words you hear from the tape.

Today a hotel is a highly _____ business _____. In a hotel tourists can _____ and have access to food and drink. _____ is very important for a hotel. Hotels can be classified into _____: 1) the _____ hotel; 2) the _____ hotel; 3) the _____ hotel; 4) the _____ hotel.

Text

An Exciting Trip

When my brother, John, was young, he was eager to go abroad. After he graduated from college, John left home town to earn his living by himself. But, last week I received a letter from him. He is in Australia now. He has been there for six months. John is an engineer. He is working for a big firm and has already visited a great number of different places in Australia. He has just bought an Australian car and has gone to Alice Springs, a small town in the center of Australia. The town is old but very beautiful. My brother will soon visit Darwin. From there, he will fly to Perth, a coastal city. This is my brother's first trip in Australia, so he is finding this trip very exciting.

Unit 1 What Is a Hotel?

Dialogue 1

Room Reservation

Situation: A is a worker at Department of Room Reservation in a hotel; he is answering a phone to reserve a room from a guest B.

A: Good morning. This is Room Reservations. May I help you, sir?

B: Yes, I'd like to reserve a room.

A: Thank you, sir. For which date?

B: From October 15th.

A: For how many nights.

B: For three nights.

A: How many guests will there be in your party?

B: Just my wife and myself.

A: Which kind of room would you prefer, a double or twin?

B: A twin, please.

A: Could you hold the line, please? I'll check our room availability for those days. (a moment later) Thank you for waiting, sir. We have a twin at 120 \$, and at 150 \$. Which one do you prefer?

B: We'll take the one at 150 \$.

A: Certainly, sir. May I have your name, please?

B: Yes, it's Milo Hadwin.

Dialogue 2

Checking Out

Situation: Guest B is leaving the hotel he stayed and wants to ask a bellman to pack his baggage.

B: Hello! Is this the Bell Captain's Desk?

A: Speaking. May I help you?

B: Yes. I'll be checking out in about an hour but I'd like to have lunch before then. Could you arrange to have my bags brought down while I'm out?

A: Certainly, sir. May I have your room number, please?

B: Room two-eight-two-four (# 2824).

A: What time will you be checking out?

B: Around 11:30 a. m.

A: I see, sir. Could you make sure that your bags are packed before you leave?

B: Sure.

A: You may collect your bags from the Bell Captain's Desk in the Lobby. I hope you have enjoyed your stay.

Word List

highly ['haili]	adv.	高度地; 非常
organize ['ɔ:gənaiz]	vt. & vi.	组织, 使系统化,
unit ['ju:nit]	n.	单位; 单元
access ['ækses]	n.	接近权, 享用权
service ['sə:vis]	n.	服务, 服侍; 接待
commercial [[kə'mə:ʃ(ə)l]]	adj.	商业的; 商务的
resort [[ri'zɔ:t]]	n.	度假胜地
conventional [[kən'venʃən(ə)l]]	adj.	常规的; 普通平凡的
resident ['rezidənt]	adj.	居住的
abroad [ə'brɔ:d]	adv.	往国外, 海外
graduate ['grædʒueit]	vt. & vi.	毕业
Australia [ɔs'treiljə]	n.	澳大利亚, 澳洲
engineer [ɛndʒi'niə]	n.	工程师, 技师
coastal ['kəustl]	adj.	海岸的, 沿海的
reservation [[rezə'veiʃən]]	n.	(旅馆房间等) 预定, 预约
reserve [ri'zə:v]	vt.	预订; 预约
guest [gest]	n.	客人, 来宾, 旅客
prefer [pri'fə:]	vt.	更喜欢, 宁愿
twin [twin]	n.	有两张单人床的房间
double ['dʌbl]	n.	双人床房间
check ['tʃek]	vt.	检查, 制止, 核对
availability [ə'veilə'biliti]	n.	可用性; 可得性
bellman ['belmən]	n.	旅馆服务员
pack [pæk]	vt.	打包
baggage ['bægidʒ]	n.	行李
lobby ['lɒbi]	n.	大厅, 休息室

Useful Terms and Expressions

have access to something	能够使用
a great number of	大量.....; 许多.....
earn one's living	谋生

Unit 1 What Is a Hotel?

a big firm

一家大公司

hold the line

不要挂断电话

Bell Captain's Desk

大厅服务台

check out

结账

bring down

取下

I'm out.

我不在/我出去了。

make sure

确定

Notes

1. Today a hotel is a highly organized business unit.
今天,宾馆是高度系统化的商业单位。
2. In a hotel tourists can rest and have access to food and drink.
旅客能够在宾馆休息,并且能够享用食品和饮料。
3. ... he was eager to go abroad.
他渴望去国外。
4. After he graduated from college, he left home town to earn his living by himself.
他大学毕业之后,就离开家乡去独自谋生。
5. ... so he is finding this trip very exciting.
因此,他觉得这次旅游非常令人激动。
6. Department of Room Reservation 客房预订部
宾馆还包括其他部门,如:the front office(前台), housekeeping department(客房部), food and beverage department(餐饮部), recreation and fitness center(康乐中心), shopping arcade(商场部)等等。
7. How many guests will there be in your part?
您一行一共有几位客人呢?
8. Which kind of room would you prefer, a double or twin?
您喜欢哪一种房间呢,是双人床的还是两张单人床的房间呢?
9. I'll check our room availability for those days.
我要查一查那几天有没有空房间。

Exercises

I. Small Group Work

1. Questions for comprehension.

- (1) What is a hotel?
- (2) What did the writer receive from his brother John last week?

- (3) Where is John now?
- (4) Where is he going soon?

2. Recite Dialogue I and Dialogue II, and practice them with your partners in and after class.

3. Cued dialogue.

Foreign traveler: This is your first trip to the city.

You go to the Tourist Information Center.

You want to know how to go to a good hotel in the city.

You want to reserve a twin room.

You ask about its price and service in general.

Employee: You greet the guest.

There are several kinds of hotel in the city.

Make clear and understand which room the guest prefers.

You ask how many nights the guest would stay.

You tell the guest the price clearly and politely.

4. Mini role-play.

After work, a hotel employee is talking about the room a foreign traveler asked for, the room, the price, and the time he is going to stay with her partner.

II. WHATs and HOWs in Our Business

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

- (1) In a hotel tourists can rest and have access to food and drink.
- (2) Department of Room Reservation is not a branch of a hotel.
- (3) Another name for hotel keeping is the "smiling industry".
- (4) When a guest wants to reserve a room, a hotel worker should write down his name and requirements.
- (5) Before a guest leaves for another place, he should check out.

2. What kind of hotel would you recommend to the following persons?

Guest A: I've been bicycling from Guangzhou to your city. Is there any cheap hotel where I could stay overnight?

Guest B: I'm arranging the Annual Conference of American Toy Industry(玩具行业年会).

Guest C: The Smiths are going to Hangzhou by car and would like to stop somewhere for one night.

Guest D: Mary has had heart trouble and would like to get some treatment in pleasant surroundings.

3. See it and say it.

See: Look at the pictures.



a villa (low-rise)



a high-rise in downtown



a high-rise in the suburbs

Say: Which hotel do you prefer? Why?

III. Structure and Vocabulary Drills

1. Fill in the blanks with the proper forms of the words or phrase given below in the bracket.

check out have access to prefer earn one's living make sure

- (1) In a hotel tourists can rest and _____ food and drink.
- (2) Which kind of room would you _____, a double or twin?
- (3) I'll be _____ in about an hour but I'd like to have lunch before then.
- (4) My brother John left home town to _____ by himself after he graduated from college.
- (5) Could you _____ that your bags are packed before you leave?

2. Turn the following sentences into exclamatory sentences.

- (1) This is a very beautiful city.
- (2) The service in the hotel is very convenient.
- (3) It is a lovely today.
- (4) John works so hard.
- (5) Time flies too fast.

IV. Skills Developing

1. Translate the following into Chinese.

Another name for hotel keeping is the "smiling industry". We believe in old-fashioned and good manners and politeness. Practise these till they become second nature—till you are polite automatically (自动地). Good manners mean you never knowingly upset anyone!

2. Writing.

Write a short article on the title "My First Trip."

3. Reading Comprehension.

Americans like to travel on their yearly holiday. Today, more and more travelers in the United

States are spending nights at small houses or inns instead of hotels. They get a room for the night and the breakfast the next morning.

Rooms for the night in private homes with breakfast have been popular with travelers in Europe for many years. In the past five to ten years, these bed-and-breakfast places have become popular in the United States. Many of these America's bed-and-breakfast inns are old historic buildings. Some bed-and-breakfast inns have only a few rooms, others are much larger. Some inns do not provide telephones or television in the room, others do.

Staying at a bed-and-breakfast inn is much different from staying at a hotel. Usually the cost is much less. Staying at an inn is almost like visiting someone's home. The owners are glad to tell about the area and the interesting places to visit. Many vacationers say they enjoy the chance to meet local families.

Choose the best answer according to the passage.

(1) Americans take a holiday trip _____.

A. all the year round

B. for years

C. every year

D. every other year

(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 and a room for the night.

(3) Many of these inns _____.

A. have a long history

B. have existed in the past

C. are historical

D. are important buildings in history

(4) It _____ much less for the vacationers to stay at a bed-and-breakfast inn.

A. makes

B. spends

C. costs

D. uses

(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

Unit 1 What Is a Hotel?

4. Listening Comprehension.

Listen to the dialogue, and then fill in the table according to what you hear from the tape.

	Jingjiang Hotel	Helen Hotel
SERVICE	First-rate hotel	
WORK EFFICIENCY		
ROOM FACILITIES		
RECREATION		a recreation center
SHOPPING		within easy reach

Unit 2 Reception Desk

Warm-up

Section A: Listen carefully, and choose the best answer according to what you hear from the tape.

- | | | | |
|---------------------------|------------------------|-----------------------|------------------------|
| 1. A. On Aug. 25th. | B. On Aug. 12th. | C. On Oct. 12th. | D. On Oct. 25th. |
| 2. A. By letter | B. By fax | C. By phone | D. By telex. |
| 3. A. Westnorth Airlines. | B. Southwest Airlines. | C. West Airlines | D. Northwest Airlines. |
| 4. A. A suite | B. A double room. | C. A commercial room. | D. A single room. |
| 5. A. Larry David | B. Philip David. | C. Nancy David | D. Scott David. |

Section B: Fill in the blanks with the words you hear from the tape.

The _____ of a _____ may go by any of a variety of different titles, such as _____, managing _____, or resident manager, but a hotel manager is a _____, among other things, and this means that he must have a knowledge of _____, _____ and _____, sales and promotion, and _____ relations, as well as a command of the traditional _____ and _____ of the hotel itself.

Text

The Representative of a Hotel

When a guest enters a hotel, the first working division he contacts is the front office. The first representatives of the hotel he meets are staff working in the front office; the guest's first and strongest impression, as well as the last impression of the hotel's operation and management is formed there, too. All this means much to a guest's visit as well as to the selling of hotel's products. In a sense, it is possible to say that the front office of a hotel is not only its shop window, but also its nerve center.

The front office is one of the busiest departments in a hotel. The duties of the front office may include receiving reservations, welcoming and registering guests, assigning rooms, storing guests' valuable items, distributing baggage, providing information, delivering mails and messages, exchanging foreign currencies, settling guests' complaints, checking guests out and so on.

All in all, the front office is of the first importance in creating a home away from home for all the guests.

Dialogue 1

At the Front Office

A: Good morning, sir. What can I do for you?

B: Good morning. I'd like to check in now.

A: Yes, sir. Have you made a reservation?

B: Yes, I have. I booked a single room in your hotel from New Jersey last week.

A: May I have your name, sir?

B: James, J-A-M-E-S. My name is George James.

A: Thank you, Mr. James. Please wait a moment. Let me check. (a moment later) Sorry to have kept you waiting, Mr. James, Would you please fill in this registration form?

B: OK. Is it right?

A: That's right. Thank you, sir.

B: I'd like to have a room facing south. Could you please arrange it for me?

A: Here is your room key. Your room number is 1203. It is on the 12th floor. It not only faces south, but also has a wonderful window view. It overlooks the park just opposite the hotel.

B: Thank you, very much.

A: My pleasure.

B: Could you bring my baggage down to the lobby tomorrow evening?

A: Sure, sir. What time are you going to leave?

B: My plane takes off at 11 p. m. So I have to leave at 9:30 p. m.

A: How many pieces of baggage do you have?

B: Five. I have five pieces of baggage in all.

A: Could you place your baggage in front of your room door by 9:00 p. m. ? The bellman will come and pick them up. Anything else?

B: Where is the business centre?

A: On the first floor behind the front office, sir.

B: I see. Thank you.

A: I hope you enjoy stay here.

B: Thanks. See you later.

A: You're welcome.

Dialogue 2

Registering a Walk-in Guest

A: Thank you for waiting, sir. I'm afraid we have no record of your reservation. Where was it

made?

B: That's very strange. It was made about two weeks ago through our travel agents at home, Orient Tours, Pasadena, California.

A: Just a moment, please. I'll check our reservation record again. ... Thank you for waiting, sir. I'm afraid we have no record of any reservation made by Orient Tours in your name. Do you have a confirmation letter?

B: No, we don't, we only have a copy of our itinerary.

A: May I see it, please? I'm afraid this won't be enough.

B: Well, do you have a room for us.

A: I'm very sorry, sir, but our rooms are fully booked for the next week.

B: That's crazy! Where are we going to find a room of this time of day?

A: Shall I find another hotel for you?

B: Yes, please do and make it quick!

A: Certainly sir. I'll book you into a hotel in this area. Just a moment, please.

B: Thank you so much.

Word List

variety [və'raɪəti] *n.*

变化, 多样性

resident [ˈrezɪdənt] *n.*

居民

knowledge [ˈnɒlɪdʒ] *n.*

知识, 学问

promotion [prə'məʊʃən] *n.*

促进, 发扬

traditional [trə'dɪʃən(ə)l] *adj.*

传统的, 惯例的

operation [ˌɒpə'reɪʃən] *n.*

运转, 操作

management [ˈmænɪdʒmənt] *n.*

经营, 管理

division [dɪ'vɪʒən] *n.*

部门

representative [ˌreprɪ'zentətɪv] *n.*

代表

staff [stɑːf] *n.*

职员; 工作人员

nerve [nɜːv] *n.*

神经

register [ˈredʒɪstə] *vt.*

记录, 登记

assign [ə'saɪn] *vt.*

(与 to 连用) 分配

store [stɔː] *vt.*

存放

distribute [dɪ'strɪbjʊ(:)t] *vt.*

分发

deliver [dɪ'lɪvə] *vt.*

递送

currency [ˈkʌrənsɪ] *n.*

通货; 货币

complainant [kəm'pleɪnənt] *n.*

牢骚, 埋怨

item [aɪtəm] *n.*

项目