

21世纪高职高专系列教材

【旅游专业】

饭店英语

Hotel English

张咏梅 主编



山东大学出版社

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出版说明

江泽民同志在党的十六大报告中指出：“教育是发展科学技术和培养人才的基础，在现代化建设中具有先导性全局性作用，必须摆在优先发展的战略地位。……加强职业教育和培训，发展继续教育，构建终身教育体系。”职业教育作为我国教育事业的一个重要的组成部分，改革开放以来，尤其是近年来获得了长足发展。据不完全统计，目前全国各类高等职业学校有近千所，仅山东省就有五十多所，为国家和地方培养了一大批高素质的劳动者和专门人才。与此相适应，教材建设也硕果累累，各出版社先后推出了多部具有高职特色的高职高专教材。但总体上看，与迅猛发展的高职教育相比，教材的出版相对滞后，这不仅表现在教材品种相对较少，更表现在内容的针对性不强，某些方面与高职的专业设置、培养目标相去甚远。同时，地方性、区域性的高职教材也稍嫌不足。以山东省为例，作为一个经济强省、人口大省、教育大省，迄今为止，居然没有一套统编的，与山东省社会、经济、文化发展相适应的高职教材，严重地制约了我省高职高专教育的发展。

有鉴于此，我们在山东省教育厅的领导与支持下，依据教育部《高职高专教育基础课程教学基本要求》和《高职高专教育专业人才培养目标及规格》，并结合我省高职院校及专业设置的特点，组织省内二十余所高职院校长期从事高职高专教学和研究的专家、教授，编写了这套“21世纪高职高专系列教材”。该教材充分借鉴近年来国内高职高专院校教材建设的最新成果，认真总结和汲取省内高职院校和成人高校在教育、培养新时期技术应用性专门人才方面所取得的成功经验，

以适应高职院校教学改革的需要为目标,重点突出实用性、针对性,力求从内容到形式都有一定的突破和创新。本系列教材拟分批出版,预计一百余种。出齐后,将涵盖山东省高职高专教育的基础课程和主干课程。

编写这套教材,在我们是一次粗浅的尝试,也是一次学习、探索和提高的机会。由于我们水平有限,加之编写时间仓促,本教材无论在内容还是形式上都难免会存在这样那样的缺憾或不足,敬请专家和读者批评指正。

21 世纪高职高专系列教材编写委员会
2007 年 8 月

前 言

饭店业是我国最早开放的行业之一。目前,中国饭店业较为发达,星级饭店众多,讲英语的客人也随之增多,这就要求服务人员能够用英语和客人进行良好的沟通。因此,我们编写了这本《饭店英语》,以便帮助提高饭店从业人员的英语会话水平。

本书对酒店中各部门的运作进行了分析,以便于学习者在学习过程中对这些知识加以理解。本书共分七个大单元,每个单元都有情景会话和相应练习,教师可在讲课过程中根据实际情况安排进度。另外,本书还附有四个附录,以便于读者查阅相关术语。

本书由张咏梅、陈莉、冯茂娥、怀宝珍、陈志宇、何敬波、周彦和李丽老师编写,由张咏梅老师任主编并统稿。

本书在写作过程中得到了山东旅游职业学院领导们的大力支持和帮助,在此一并表示诚挚的谢意!

由于我们水平有限,加之时间仓促,本书一定存在很多不足之处,敬请广大读者指正。

编 者

2007年8月

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Chapter One

General Introduction to the Hotel Industry

Lesson One The Development History of the Hotel Industry

I. Introduction

We know that the hotel industry is a service industry which supplies the guests with food and lodging, entertainment and shopping services. A hotel is said to be a home away from home for the guests. It is also said to be a society within a society for the staff. A hotel is a kingdom where people come to stay. It opens all year round to the guests. Hotel guests are from different countries with different nationalities and races. They need personalized services for they have different cultural backgrounds with different tastes. They come to the hotel to enjoy the hotel products and hotel services. Nowadays hotel staff must learn to be knowledgeable and professional in order to give the guests good service.

Generally speaking, the hotel operation covers two main parts, that is, "Front of the House" and "Back of the House". The task of the "front" is to supply the guests with food and lodging service politely and efficiently. The task of the "back" is to support the "front" to ensure the smoothness of the hotel business. The hotel industry plays an important role in a nation's economy and people's social life.

The earliest accommodation facilities were in Ancient Rome. Later, with the increase of people's traveling, inns and taverns were set up to meet the needs of the travelers and pilgrims. But these inns and taverns were very simple. After the British Industrial Revolution, the hotel industry got its rapid development. In 1800, America built a hotel that was taken as the beginning of

the modern hotels. But the first well-equipped hotel was built in Paris in 1850. This hotel is named "Grand Hotel". Only the nobles and the rich could afford to spend their money in this hotel in Europe at that time. In America, the hotel industry developed quickly in the second half of the 19th century and the prime time for the development of the hotel industry was after the World War I. The reason for the rapid development of American hotel industry was that Americans prefer traveling to staying at home.

The most prosperous time for the American hotel industry was in 1829 when the City Hotel in New York was opened. It had 73 guest rooms. At that time people took this hotel as an immense establishment. At the same time in Boston, there was a hotel named Tremont House, too. Tremont House had single rooms and double rooms with locks. There was a thermos and a bar of soap in each guest room. French cuisine was served. The bellboys served the guests as soon as possible. Tremont House was thought to be the originator of modern hotel industry.

The new age of the American hotel industry started in 1908 when Ellsworth M. Statler opened Statler Hotel in Buffalo. It was in Statler Hotel that service and convenience were ensured. In 1927, Stevens Hotel was founded in Chicago. It had 3000 rooms. It was the largest hotel in the world at that time.

The hotel industry in America in the 1930s was not prosperous because of the economic crises. But it had good business again during the World War II.

In 1954, Hilton International was set up showing that the hotel industry could be managed internationally. In this decade, Sheraton Hotels and Resorts Group was founded. Holiday Inn Cooperation was also set up in the 1950s.

II. Dialogues

Dialogue One At the General Manager's Office

SITUATION: Miss Lee (L), a second-year student of English Department of a local college, comes to the Crown Plaza Hotel for her practice. The Human Resources Department has arranged Miss Lee to work in the General Manager's Office for half a year. Now Mr. Wang (W), the Secretary to General Manager, is talking to her about the practice.

- W: Good afternoon. We were told in the morning by a memo from the Human Resources Department that your name is Lee and you are from a local college, right?
- L: Yes, I am from Shandong Business School and my major is English.
- W: Right. You are going to spend six months here in this office. It must be enjoyable.
- L: Yes, I hope so. But it would be better for me to work in the Sales Department, too.
- W: All right, we can talk about that arrangement later on. Firstly, I would like to know whether you can handle the office automatic facilities and devices well.
- L: I am confident in handling them. I have learned related courses at school.
- W: What office software can you use properly?
- L: I think I can use Word, Excel, PowerPoint and so on.
- W: Can you type quickly?
- L: Yes.
- W: How many bytes can you type per minute, please?
- L: 93 bytes per minute, and I think I can improve my typing speed by working hard.
- W: That's good. Are you a quick learner?
- L: I think I am. Are there many new things to learn, please?
- W: Not many. As long as you are serious about your job, you will make it.
- L: Thank you very much.
- W: May I know how do you come to work?
- L: Oh, I cycle to this cite. If it rains, I can take a bus. Why do you ask that?
- W: Nothing. We just want to know your means of transportation.
- L: That's all right. And by the way, when shall I come to work officially?
- W: Next Monday. Is it available for you, please?
- L: No problem. Thank you very much.
- W: Do not mention it. See you then.
- L: See you. Enjoy your weekend.

W: Thanks. Good-bye.

L: Thank you. Good-bye.

Dialogue Two Orientation Training

SITUATION: Mr. Zhang(Z) is a new worker who is stationed as a chef. Now he is having his orientation course. Mr. Sun(S), the training manager, is showing him around.

Z: Good morning, Mr. Sun. Which department shall we start with, please?

S: Good morning. We are sure to start with the kitchen where you will be working.

Z: Wonderful. I am eager to work as a chef. It is creative.

S: Exactly. But before you work as a chef, it is necessary for you to get an overall idea of a hotel.

Z: I see. Do we need to go to the Housekeeping Department, too? I do not think it relates to our department.

S: Sure. Every department is related to each other within a hotel. What you said just now is not right.

Z: Really? Does the Housekeeping Department relate to the Food and Beverage Department?

S: Of course. For example, the room service needs the cooperation of these two departments.

Z: In what way, please?

S: If the guest wanted to have his or her breakfast in the room, he or she would order by the menu in the guest room, then he or she would hang up the ordered menu onto the doorknob.

Z: Then it is the business of the Food and Beverage Department, right?

S: Not exactly. The room attendant would pick the ordered menu up and send it to the Food and Beverage Department.

Z: Oh, the housekeeping staff also serve food to the guests as well.

S: You can say like that but the next step is the turn of the Food and Beverage Department to serve the in-house guest.

Z: Oh, I see. So it is important to know the basic tasks of every department, right?

- S: Right.
- Z: Could I know in what way the kitchen is related to the Recreation Department?
- S: Many guests who come to entertain themselves would like to dine outside the hotel. As a chef you need to know how to lay out the food in take-out service.
- Z: All right. In take-out service we need special utensils for food and drink.
- S: You see that each department is related to each other in the hotel business. It is a teamwork. Do you agree?
- Z: Sure. Teamwork is important. The hotel business needs spirit of unification.
- S: Right. Shall we go up to the shopping arcade?
- Z: All right. Let's go.

III. Words and Expressions

- chapter *n.* 章
- general *adj.* 总的, 一般的
- introduction *n.* 介绍
- industry *n.* 行业
- development *n.* 发展
- section *n.* 部分
- enterprise *n.* 企业
- supply *vt.* 提供
- lodge *vt.* 供给……临时住处 *vi.* 暂住, 投宿
- entertainment *n.* 娱乐
- society *n.* 社会
- within *prep.* 在……之内
- kingdom *n.* 王国
- nationality *n.* 国籍
- race *n.* 种族
- personalized *adj.* 个性化的
- background *n.* 背景

- culture *n.* 文化
- taste *n.* 口味, 风格
- hotel product 饭店产品
- nowadays *adv.* 当今
- staff *n.* (全体)职员, (全体)工作人员
- knowledgeable *adj.* 有知识的, 博学的
- professional *adj.* 专业的
- generally speaking 一般说来
- hotel operation 酒店实务, 酒店运作
- cover *vt.* 包括
- main *adj.* 主要的
- efficiently *adv.* 高效地, 迅速地
- ensure *vt.* 保证, 担保
- smoothness *n.* 顺利, 平稳
- profit *n.* 利润
- economy *n.* 经济
- social *adj.* 社会的, 社会上的
- accommodation *n.* 住宿, 安顿
- facility *n.* 灵巧, 熟练; (*pl*) 设施, 设备
- ancient *adj.* 古代的; 古老的, 旧的
- Rome *n.* 罗马
- inn *n.* 小客栈
- tavern *n.* 小酒店; 小旅馆, 客栈
- traveler *n.* 旅游者
- pilgrim *n.* 香客, 朝圣者
- British Industrial Revolution 英国工业革命
- rapid *adj.* 迅速的, 高速的
- well-equipped *adj.* 装备良好的
- Paris *n.* 巴黎
- grand hotel 大酒店
- noble *n.* 贵族, 高贵人士
- afford *vt.* 付得起钱, 买得起
- Europe *n.* 欧洲
- prime *adj.* 主要的, 首位的

- prosperous *adj.* 繁荣的, 昌盛的, 旺盛的
 immense *adj.* 极大的, 巨大的
 establishment *n.* 建立, 设立; 建立的机构
 Boston *n.* 波士顿
 thermos *n.* 暖水瓶
 a bar of soap 一条肥皂
 French cuisine 法式烹饪, 法式大餐
 bellboy *n.* 旅馆大厅的服务生
 originator *n.* 鼻祖, 开创者
 economic crisis 经济危机
 cooperation *n.* 合作, 协力
 decade *n.* 十年
 Holiday Inn 假日酒店(集团)
 general manager 总经理
 local *adj.* 当地的, 本地的
 college *n.* 大学, 学院
 crown *n.* 皇冠
 plaza *n.* 广场, 购物中心
 practice *n.* 实习
 human resources 人力资源
 department *n.* 部门, 系
 arrange *vt.* 安排, 布置 *vi.* 作安排, 作准备
 secretary *n.* 秘书
 memo *n.* 备忘录; [商]便笺, 便函
 major *n.* 专业, 主修课目
 communication *n.* 交往, 沟通
 enjoyable *adj.* 快乐的, 有乐趣的
 sales *n.* 销售工作, 销售部门 *adj.* 销售的, 营业的
 arrangement *n.* 安排, 准备工作
 handle *vt.* 处理, 处置 *vi.* 操作起来; (车子等)开起来
 office automatic facilities 办公自动化设施
 device *n.* 设施, 装备, 装置
 confident *adj.* 自信的
 course *n.* 课程