

国家旅游局中国饭店职业英语培训与测试指定用书

中国饭店职业英语

CNTA General English Language Proficiency 3

[美] R.E.费尔



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旅游教育出版社

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(中 级)

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【美】R.E. 费尔

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· 北 京 ·

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前 言

自改革开放以来,我国旅游业和饭店业得到了迅速发展。饭店的管理水平和服务质量不断提高,正在向国际水平靠拢。但是我国饭店员工的英语水平仍然普遍较低,与国际水平相比还有一定差距。

为了提高我国饭店服务的水平和质量,提高饭店员工的英语水平,鼓励和促进饭店员工学习英语的积极性,国家旅游局人事劳动教育司从1996年开始,与美国圣地亚哥大学合作,引进该校设计的国际性英语水平测试系统,该测试为国际承认的语言学考试,并根据中国国情,由中美双方专家组经过近两年的协商、调研,开发了一套既符合中国饭店业特点,又达到国际英语交际标准的“中国饭店职业英语标准培训与测试系统”(China National Tourism Administration—General Test of English Language Proficiency,简称CNTA G-TELP),并确定出版相应的分级培训教材。本系列教材共分为三级:初级,即第四级(Level 4);中级,即第三级(Level 3)和高级,即第二级(Level 2)。

该教材的前身——《通用标准英语》(GELP)系列教材是美国圣地亚哥大学专为外国人学习英语而编写的。基于“语言——人际交流的工具”和“使用语言的目的在于人际交流”的理论,该系列教材旨在培养学员实际应用语言的技能,采用功能教学法和交际教学法相结合的手段,全面培养和提高学员听力、口语、阅读的能力。

本系列培训教材在原《通用标准英语》系列教材基础上,根据旅游业、饭店业以及中国的具体情况,由美国圣地亚哥大学的专家进行了必要的修改和增补,对中国饭店具有突出的实用性。

本系列培训教材各级课本分二十个单元,其中第五、十五、二十单元为复习单元。每单元由听力、语法、阅读和对话四部分组成。听、说、读方面的交际能力训练占教材的80%。

此系列教材为准备参加CNTA G-TELP考试人员的培训之用,也适合于旅游高等院校、旅游中等专业学校(包括职业高中)的在校学生和旅游行业及其他相关行业在职人员使用。

本系列教材原作者为美国圣地亚哥大学的Ronald E. Feare先生,Sally Berke和Nancy Herzfeld-Pipkin参加了编写。张明生、修月祯、胡永辉、周福有、余炳炎、戚文琴、吕建中、方薇、李伟、陈更和彭少西同志参加了教材审定工作。

国家旅游局人事劳动教育司

1999年3月

Preface

Welcome to *GELP 3*, the *General English Language Proficiency* course, Level 3(Intermediate).

The *GELP* courses comprise a multi-level curriculum, designed to improve the ability of students of English as a foreign language to understand and use the language for functional purposes. *GELP 3* is for students who need to attain basic competency in English in order to function within a limited range of authentic, although basic, English language situations.

GELP 3 has two components: A student workbook, and a set of audio cassettes containing the listening passages and exercises. There are 20 units in *GELP 3*, four of which are review units.

GELP 3 teaches students the use of language in task-oriented situations. It provides instruction and practice in such areas as following simple instructions, interpreting pictorial information, comprehending simple statements and questions, and understanding simple personal and business correspondence.

Material for the *GELP* curriculum is based on the specifications of the General Tests of English Language Proficiency (G-TELP). The *GELP* courses are not limited to those detailed specifications, but coincide with them, and actually exceed them.

The *GELP 2 (Advanced)* course is a progressively higher level that may be studied upon completion of *GELP 3*.

The *GELP* courses emphasize English communication skills. Instruction and practice of listening and reading skills as well as hotel industry related conversational practice form 80% of the *GELP* materials. Students are exposed to everyday examples of language use such as listening to public announcements; transactions and descriptions; following oral and written instructions; reading personal and business correspondence, tourist guides, applications, etc. Specific grammar points are integrated into the listening and reading practices.

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UNIT 1

A CALL FROM OVERSEAS

Section 1: LISTENING SKILLS



1.1 Vocabulary Repetition

Repeat each expression after you hear it.

hectic

extremely

take time off

schedule

fascinating

imagine

challenges

expenses

1.2 Listening for Vocabulary

Listen to the following sentences. Complete each sentence with the correct vocabulary expression.

1. Because Sandra has children, her life is always _____.
2. Her sister Mary can _____ that Sandra is very busy.
3. Mary's life is also _____ busy.
4. Mary has to travel a lot because of her work _____.
5. Mary enjoys the _____ of her busy job.
6. She gets to meet many _____ people from different countries.
7. The company pays for all of Mary's _____.
8. Mary wants to _____ from work to visit with her sister.

1.3 Listening Passage

Listen carefully to the passage on the tape.

1.4 Listening Comprehension

Read the following sentences. Then listen to the passage again. After listening, write **T** if the sentence is **TRUE**, **F** if the sentence is **FALSE**.

- _____ 1. Sandra is living near her sister Mary.
- _____ 2. Sandra has two children at home.

- _____ 3. Sandra and Mary both have a lot of free time.
- _____ 4. Mary usually works over 40 hours per week.
- _____ 5. Mary has worked for her company for many years.
- _____ 6. Sandra is glad that Mary will visit her.
- _____ 7. Mary is going to San Francisco on business soon.
- _____ 8. Mary knows the dates that she will be in San Francisco.

1.5 Listening Skills: Casual Asides

In informal conversation, there are some *CASUAL EXPRESSIONS* that people use. The most common expressions are explained below.

UH/UM These expressions are used when someone is not certain what to say next. The expressions show hesitation in speech.

Mary: How is everything with you?

Sandra: Fine. With two children, my life is always, **uh**, hectic.

Mary: I can imagine. I often work up to, **um**, 60 hours each week.

WELL This expression is also when someone is not certain what to say. In addition, it is used to show a change of topic in the conversation.

Sandra: Do you know when you'll be here?

Mary: **Well**, I'm not sure yet. I'll write you soon with more details, okay?

Sandra: Great. **Well**, it was nice hearing from you, Mary.

Mary: See you soon, Sandra.

UH-HUH/YEAH These expressions show agreement. They are informal ways of saying "yes".

Sandra: Do you enjoy your new job, Mary?

Mary: **Uh-huh**, I enjoy the challenges of the job.

Sandra: Is there, **um**, a special reason why you're calling, Mary?

Mary: **Yeah**, there is.

1.6 Listening Practice

DIRECTIONS: You will hear a conversation between Mary and a friend. The conversation is about an apartment that Mary may rent in Hong Kong. You will answer several questions about the conversation. First you will hear the questions. Then you will hear the conversation.

Choose the best response to the questions from the four choices given. You may take notes on the page as you listen.

1. Why doesn't the apartment have a refrigerator?
 - (a) The last tenants sold it.
 - (b) The last tenants didn't take care if it well.
 - (c) The last tenants bought it.
 - (d) The new tenant must bring her own.
2. What kind of stove is in the apartment now?
 - (a) a new electric stove
 - (b) one that doesn't always work well
 - (c) an old gas stove
 - (d) one that works perfectly
3. What will the manager do about the stove?
 - (a) He might get a new one, but he's not sure.
 - (b) He plans to buy an old one.
 - (c) He will provide a microwave oven.
 - (d) Nothing, because he expects the tenant to buy one.
4. Are there any other problems with the apartment?
 - (a) No, everything else is fine.
 - (b) Yes, the bedroom is too small.
 - (c) Yes, there's water all over.
 - (d) Yes, there's a broken window and the water is brown.
5. Will Mary rent this apartment?
 - (a) Yes, if they get a new refrigerator for her.
 - (b) No, she'll find a better one for the same price.
 - (c) No, she'll look for a more expensive one.
 - (d) Yes, she likes it very much.

Section 2: GRAMMAR-SIMPLE PRESENT TENSE

2.1 Grammar Preview

Read the following passage. Study the underlined parts of the passage carefully.

Sandra's husband, Chuck Mason, is a chemistry professor. He teaches courses at the university every Monday and Wednesday. On Tuesdays and Thursdays he prepares for class at home. He enjoys teaching chemistry very much.

Mr. Mason's students are very serious about learning. They listen carefully to his lectures. They ask questions during every class meeting. They want to become chemists like Mr. Mason.

Mr. Mason usually gives a lecture for an hour. Then he and the students go to the laboratory. Each time they study something new. For example, they learn that rain forms in clouds by condensation. They also learn that the body uses more oxygen in high places.

2.2 Grammar Explanation

In the passage above, the underlined words are in the simple present tense. This tense is used in three

situations :

1. With actions in *HABITUAL TIME*

An action involves *doing* something. The simple present tense is used for actions which happen in habitual time. Habitual time is shown by expressions such as *every day*, *each week*, *usually*.

Mr. Mason teaches courses at the university every Monday and Wednesday.

On Tuesdays and Thursdays he prepares for class at home.

The students listen carefully to his lectures.

They ask questions during every class meeting.

Mr. Mason usually gives a lecture for an hour.

Then he and the students go to the laboratory.

Each time they study something new.

2. With *NON-ACTION VERBS*

Some verbs do not show action. The verb *be* is the most common non-action verb.

Other non-action verbs include *enjoy*, *want*, *prefer*, *understand*, *know*. Such verbs use the simple present tense in present time.

Mr. Mason is a chemistry teacher.

He enjoys teaching chemistry very much.

Mr. Mason's students are very serious.

They want to become chemists like Mr. Mason.

3. With *FACTS OF NATURE*

An action verb can be used to describe a general fact of nature. In this case, the simple present tense is used.

Rain forms in clouds by condensation.

The body uses more oxygen in high places.

2.3 Grammar Practice

DIRECTIONS: Choose the best answer for each blank in the sentences below.

1. Without gravity, people and things would not stay on the surface of the earth.

Gravity _____ everything down.

(a) was holding

(b) hold

(c) has held

(d) holds

2. Jim is a quiet man. He doesn't like to go out to parties. He usually just _____ home with his cats and dogs.

(a) stays

(b) is staying

(c) stayed

(d) stay

3. The Larsens are tired of the furniture in their house. They _____ to buy some new items.
(a) wanted
(b) are wanting
(c) wants
(d) want
4. Diane has a nice garden in her yard. She enjoys taking care of the vegetables and plants. She _____ in her garden every week.
(a) has worked
(b) works
(c) work
(d) was working
5. Distances in space are measured by the speed of light. The speed of light is how far light _____ in one year.
(a) is traveling
(b) traveled
(c) travels
(d) was traveling
6. Peter doesn't stay home in the evening. He _____ to go out to a movie or a friend's house.
(a) like
(b) is liking
(c) has liked
(d) likes

Section 3: READING SKILLS - PERSONAL CORRESPONDENCE

3.1 Reading Explanation

There are several parts to a personal letter. Look at the letter below.

	January 10, 1998
A	1515 Flint St. San Diego, CA 92015
B	Dear Joe, Thanks for the great birthday present you sent me. I'll be using the racquet tomorrow when I go to my tennis lesson. I really enjoy this sport!
C	How is your new job? I hope you like it. Work is the same for me. Next month I'm taking a short vacation. I can't wait! Say hello to every one there for me. Let's try to keep in touch.
D	Sincerely, <i>Paul</i>

Part **A** of this letter contains the date the letter was written. Sometimes you will also find the address of the person who is writing the letter. This address is called the *RETURN ADDRESS* and is not always found in a personal letter.

Part **B** is called the *SALUTATION*. For a personal letter, we usually write *Dear* and then the name of the person who will get the letter.

Part **C** is called the *BODY* of the letter. This part can be as short as one paragraph, or much longer with several paragraphs.

Part **D** is the *CLOSING*. More formal closings include *Sincerely*, *Yours truly*, *Best regards*. More informal closings include *Warmly*, *Your friend*. If the writer has a close personal relationship with the other person, the closing can be *Love*.

3.2 Reading Practice

DIRECTIONS: Read the personal letter below and answer the questions. The underlined words in the passage are for vocabulary questions.

June 2, 1998

Hong Kong

Dear Sandre,

Hi, sis. How's my younger sibling? I'm sorry that I waited so long to write to you. I've been extremely busy with work.

As we discussed on the phone, I'll be in San Francisco on business this month. I'll be there for about five days; I'm staying at the John Hopkins Hotel. I wonder if you can come up from San Jose for the day. You can stay in my hotel room, and I'll take care of the expenses. I'd love to see you again.

I really enjoy my new job as a computer salesperson. I meet a lot of fascinating people and I love the challenges of the work. Our company has been very successful and, as I said, I've been very busy. I spend about 60 hours a week at my job, and a lot of that time is spent traveling. Sometimes I get very tired of the hectic schedule, but you know me—never one to relax too much!

How are William and the boys? Is *Mikey* already in pre-school? Do you have any grey hairs yet? I've got plenty now! Time sure flies by quickly. Anyway, write me soon, and I hope we can get together in S.F.

Love,

Mary

1. In the first line of the letter, what does the word sibling mean?
 - (a) sister
 - (b) friend
 - (c) co-worker
 - (d) family
2. Where is Mary staying in San Francisco?
 - (a) at her sister's house
 - (b) at a hotel
 - (c) with friends
 - (d) in a rental apartment
3. One small problem with Mary's new job is that
 - (a) the schedule is too hectic.
 - (b) she has too many challenges.
 - (c) the people are fascinating.
 - (d) she has too much time to relax.
4. In the body of this letter, you can find
 - (a) the type of job Mary has.
 - (b) the date the letter was written.
 - (c) the closing.
 - (d) the person getting the letter.
5. From the passage, we understand that
 - (a) Mary has a big family in Hong Kong.
 - (b) Sandra lives far from San Francisco.
 - (c) Mary is older than Sandra.
 - (d) Sandra is not married.
6. In the context of the passage, what does fascinating mean?
 - (a) unfriendly
 - (b) helpful
 - (c) new
 - (d) interesting

Section 4: CONVERSATIONS - INTERVIEWS

4.1 An Interview with a Hotel Clerk

A: What's your job, Miss Li?

B: I work as a receptionist for Jing Long Hotel, which is one of the best four-star hotels in this city.

A: Oh? That's interesting. What do you do exactly?

B: Well, I work at the front desk, which is located in the lobby of the hotel. Every day I check in arriving guests and assign them to their rooms, and also check out guests when they leave. When the guest arrives, I will check his reservation or the availability of rooms if the guest does not have a confirmed reservation.

A: And if the type of room is available?

B: I'll ask the guest to fill out a registration card with his name, home address, and any other pertinent information, and I'll then fill in the room number and the rate the guest will pay. I'll also check the guest's passport or identification card because of police regulations.

A: You must have people to help your guests with the luggage, I suppose?

B: Oh, yes. When this check-in procedure is completed, I'll call a bellman and give him a slip with the room number. The bellman then gets the room key from the room clerk and escorts the guest to his room.

A: Does this procedure take long?

B: Oh, no, all of these steps take only a few moments.

- A: That's good. Well, I hear sometimes you cannot get a room when you arrive at a hotel even if you have confirmed your reservation. Is that true?
- B: Yes, that's true, unfortunately. This is because the hotel has been overbooked, but this has been a general practice for any hotel, as far as I know.
- A: What, then, do you do to help if this should happen?
- B: In that case I or the assistant manager would try to find a room for the guest in another hotel.
- A: What else do you do besides check-in and check-out?
- B: We do a lot of things for our guests. We take and pass on messages for them, answer their questions and give information they'd like to know, give assistance of any kind within our ability.
- A: It sounds your work is very busy.
- B: It is, especially in the peak season, during which time we have to work overtime very often.
- A: I can imagine. Well, Miss Li, do you like your job, then?
- B: I do, very much. First, I like the working environment and atmosphere, the working conditions, people around you, you know, decently dressed, well-behaved, courteous people. Secondly, I earn quite a handsome salary.
- A: But you said you're always busy.
- B: Although life is hectic, it is interesting and meaningful. You know most of our guests are foreigners, and my job requires frequent contact with them, which provides a good opportunity for me not only to practice my English, you know I like the language very much, but also to understand them, their habits, customs, their way of life, their culture, so that I can do a better job in helping them to feel at home, to know China, to know us. I'm happy to be able to do my bit in promoting understanding between the Chinese people and people of other countries.
- A: High-sounding, isn't it? But I'm impressed by what you've been saying. Well, thank you very much, Miss Li. I really appreciate your time.
- B: My pleasure. Good-bye.

4.2 An Interview with a Tour Guide.

- A: Gloria, what are your duties as a tourist guide?
- B: Well, it involves lots of duties in fact. But in short, my job is to make the tours informative, interesting and entertaining.
- A: That certainly is a very demanding job, isn't it? What special training or qualifications do you need to get started?
- B: Usually a tourist guide has to take a six-month course that is approved by London Tourist Board. In addition, they have to pass a tough exam which makes them gain the "London Tourist Board Blue Badge". That is a very tough exam with only a 40 percent pass rate. It takes a lot of hard work - both fieldwork and studying to get the badge.
- A: Which part of the job do you like best?
- B: Well, obviously meeting lots of people. I love my country and thoroughly enjoy going to the places I visit and the educational side of them; you're always learning something new and interesting.
- A: Yes. How about going to the same places of interest over and over again?
- B: Well, sometimes you really get bored. But since it is your job, you have to make the visits interesting and pleasant. For most of the tourists it's all new experience. So if you get along well

with them, you always find something different.

A: Do you have to work long hours?

B: Sometimes. On average it's about 50 hours a week. So a ten-hour day is not unusual. Frequently, you have to work on Saturdays. It all depends on the season. So the work to some extent is seasonal.

A: What do you like the least about your job then?

B: Long hours and early starts. They tend to limit your social life a lot. You can't go out with friends or stay up late.

A: What prospects are you looking for in your job?

B: I would like to do some overseas work; and one day I hope I'll organize my own tours.

A: Great. Is it a very secure job, do you think?

B: As a freelancer, when you're not formally employed, you don't have a lot of job security. However, if you get the reputation of being good, you can expect to do reasonably well.

VOCABULARY

assign vt. 分配

pertinent adj. 恰当的

escort vt. 陪同……

procedure n. 手续

overtime adv. 超时

environment n. 环境

atmosphere n. 气氛

high-sounding adj. 唱高调的

informative adj. 内容丰富的

entertaining adj. 娱乐性强的

qualification n. 资格

gain vt. 获得

obviously adj. 明显地

average a. & n. 平均

tend (to) 有……倾向; 会……

badge n. 徽章

fieldwork n. 实地工作

to stay up 熬夜

prospect n. 前景

secure adj. 稳固的

freelancer n. 自由职业者

reputation n. 名气, 声望

UNIT 2

HELPING OUT A NEIGHBOR

Section 1: LISTENING SKILLS



1.1 Vocabulary Repetition

Repeat each expression after you hear it.

replace

going on

leave town

favors

fresh

neighbors

doormat

owns

1.2 Listening for Vocabulary

Listen to the following sentences. Complete each sentence with the correct vocabulary expression.

1. Aaron and Earl are _____ in the same apartment building.
2. At the beginning of their conversation, Earl asks Aaron what is _____.
3. Aaron suddenly has to _____ for a while.
4. Aaron asks Earl to do some _____ for a while.
5. The plants in Aaron's apartment require water and _____ air.
6. Earl didn't know that Aaron _____ canary birds.
7. Earl should _____ the paper in the bottom of the bird cage.
8. Aaron will leave something for Earl under the _____ of Earl's apartment door.

1.3 Listening Passage

Listen carefully to the passage on the tape.

1.4 Listening Comprehension

Read the following sentences. Then listen to the passage again. After listening, write **T** if the sentence is **TRUE**, **F** if the sentence is **FALSE**.

- _____ 1. Aaron and Earl share the same apartment.
- _____ 2. Aaron has to leave town for about a month.

- _____ 3. Aaron wants Earl to do some favors for him.
- _____ 4. Earl should open the windows to let in fresh air for the plants.
- _____ 5. Aaron keeps his canaries in a bird cage.
- _____ 6. Aaron will leave a note on his front door.
- _____ 7. Aaron is leaving in two days.
- _____ 8. Aaron will leave his apartment keys under Earl's doormat.

1.5 Listening Skills: Forms of Agreement

In conversation, there are several important ways of agreeing to the request of another person. The forms *certainly*, *fine*, *of course* can be used in both formal and informal situations.

Earl: Could you do some favors for me?

Aaron: **Certainly**. What are they?

Earl: The plants will probably require some water.

Aaron: **Fine**. I'll check them every day.

Earl: I'd like you to open the windows for a short time each day.

Aaron: **Of course**. What else?

Other forms, such as *no problem*, *okay*, are used mostly in informal situations, such as in the conversation between Earl and Aaron.

Earl: The paper in their cage needs to be replaced as well.

Aaron: **No problem**.

Earl: I'll leave the keys under your doormat.

Aaron: **Okay**.

1.6 Listening Practice

DIRECTIONS: You will hear a conversation between Aaron and his girlfriend. You will answer several questions about the conversation. First you will hear the questions. Then you will hear the conversation. Choose the best response to the questions from the four choices given. You may take notes on the page as you listen.

- | | |
|--------------------------------------|-----------------------------------|
| 1. Where are Aaron and Tina talking? | 2. Why is Aaron going to Chicago? |
| (a) in Earl's apartment | (a) on vacation |
| (b) in Tina's apartment | (b) for his company |
| (c) in Aaron's apartment | (c) to visit his family |
| (d) We don't know. | (d) to get tourist information |