



高等职业教育“十三五”教研成果系列规划教材·酒店管理专业

酒店实用英语听说

Hotel English

— Listening and Speaking Training Courses

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 北京理工大学出版社
BEIJING INSTITUTE OF TECHNOLOGY PRESS

酒店实用英语听说

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图书在版编目 (CIP) 数据

酒店实用英语听说 / 张莉, 杨昊文主编. —北京: 北京理工大学出版社, 2017. 5
ISBN 978 - 7 - 5682 - 3834 - 2

I. ①酒… II. ①张…②杨… III. ①饭店 - 英语 - 听说教学 - 高等学校 - 教材
IV. ①F719.2

中国版本图书馆 CIP 数据核字 (2017) 第 079944 号

出版发行 / 北京理工大学出版社有限责任公司

社 址 / 北京市海淀区中关村南大街 5 号

邮 编 / 100081

电 话 / (010) 68914775 (总编室)
(010) 82562903 (教材售后服务热线)
(010) 68948351 (其他图书服务热线)

网 址 / <http://www.bitpress.com.cn>

经 销 / 全国各地新华书店

印 刷 /

开 本 / 787 毫米 × 1092 毫米 1/16

印 张 / 17

字 数 / 354 千字

版 次 / 2017 年 5 月第 1 版 2017 年 5 月第 1 次印刷

定 价 / 49.80 元

责任编辑 / 梁铜华

文案编辑 / 梁铜华

责任校对 / 周瑞红

责任印制 / 李志强

图书出现印装质量问题, 请拨打售后服务热线, 本社负责调换

前言

本教程是根据《国家中长期教育改革和规划纲要（2010—2020）》“以服务为宗旨，以就业为导向，推进教育教学改革”的要求，以高等院校项目课程改革为契机，结合现代服务业岗位群尤其是国际化酒店对于就业人员的职业技能要求而设计开发的《酒店实用英语听说》教程。

本教程旨在针对高等院校酒店管理、旅游管理及相关服务领域专业学生英语听说能力薄弱的现象，满足强化涉外酒店服务人员英语听说技能及服务技能的实际需要，培养学生应用酒店英语听说技能开展工作交流、胜任酒店不同工作岗位的工作能力。

通过本教程中设计的大量综合性的英语听力及口语训练，学生能够熟练运用酒店英语进行沟通，熟悉相关国际化酒店的工作内容及岗位职责，强化相关岗位技能，了解酒店管理知识及英语国家文化，进而全面提升酒店英语综合应用能力及相关职业素养及职业精神，为未来的职业发展奠定坚实基础。

本教程以酒店管理领域典型职业活动需要的英语沟通能力为主线，确定了初级、中级及高级三个层次的培训内容，即基础沟通能力、核心服务岗位沟通能力及初高级管理岗位沟通能力的培养方向。本教程分初级篇、中级篇和高级篇。初级篇主要训练学生酒店基础服务用语的听说能力，强化基础语音及听力能力。初级篇由五个单元组成，每个单元又设置三个训练模块。中级篇主要训练学生酒店核心服务部门岗位相关的英语听说能力，侧重培养完成酒店核心及附属服务功能的英语沟通能力。中级篇根据核心服务部门岗位进行项目分类，由12个单元组成，每个单元又设置若干任务模块，每个任务模块下设不同的听力及口语训练项目。高级篇主要训练学生酒店初高级管理岗位相关的英语听说能力，提升酒店管理较高级工作领域的英语沟通能力。

本教程可以作为高等院校酒店管理、旅游管理及相关专业学生培训强化服务英语沟通能力的专业核心课教材，也可以适用于服务业相关行业人力资源英语培训教材。本教程主要采用模块化教学理念进行设计，因此教师可以根据需要灵活安排教学内容及对应学时。本教程

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设计配有听力训练音频、习题答案等教学辅助资料。

参加本教程编写的人员分工如下：张莉负责初级篇 Unit 1、中级篇 Unit 6 - 8、附录部分及全书的设计及审稿工作；杨昊文负责初级篇 Unit 2 - 5、高级篇 Unit 18 及附录部分的编写工作；韩岳彤负责中级篇 Unit 9 - 11 的编写工作；王晓琳负责中级篇 Unit 12 - 14 的编写工作；苏琳负责中级篇 Unit 15 - 17 的编写工作。

由于编者的知识水平有限，书中纰漏及不足之处在所难免，恳请广大读者批评指正。

编 者

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初 级 篇

Part I Elementary Courtesy English 基础礼貌英语

Unit 1

Welcome, Greeting and Farewell

欢迎、问候和告别



Section A Phonetics 语音



Short Vowels 短元音

[e] [ɪ] [æ] [ə] [ʌ] [ɒ] [ʊ]

Pronunciation Skills 发音技巧

[e]	发音时舌尖抵下齿，嘴形扁平，上下齿之间距离为小指的宽度。
[ɪ]	短音，通过喉咙发音，发声处靠后，嘴自然张开，嘴形比/i:/稍宽，非常短促。
[æ]	舌尖抵下齿，嘴要故意张很大，上下齿之间可容纳食指和中指的宽度。
[ə]	发音时舌身平放，双唇扁平。
[ʌ]	舌中部向硬腭抬起，不要接触到硬腭，舌尖和舌端两侧轻触下齿，开口程度和æ相似，双唇向两旁平展。
[ɒ]	嘴张大，双唇稍收圆，开口度比[ɔ:]大。
[ʊ]	发音时双唇收圆，稍突出，发音短促。

Words 单词

[e]	bed breakfast dead feather head instead measure pleasure
[ɪ]	bit fit dig is miss kiss lip ship sit in fill
[æ]	bag black graduate apple flag bat fax fashion map
[ə]	number center culture polar brother worker answer
[ʌ]	cup must couple production mother love country duck
[ɒ]	hot dog box sock frog fog not dot dock got
[ʊ]	look put book woman wood good stood foot

4. 酒店实用英语听说

Phrases 短语

dead right	dead wrong	head off	production system
in particular	miss out	dig up	fill out
black out	graduate courses	fashion show	apple juice
research center	multi-culture	numbers of	answer back
coffee shop	world cup	must be	working couple
hot dog	box office	got up	on the dot
look for	put forward	be good at	book shelf

Sentences 句子

1	Have you had your <u>breakfast</u> already?
2	The chick will soon <u>feather</u> out.
3	Now we raised a <u>ship</u> far away on the horizon.
4	The only goal to this exercise is to <u>fill</u> the page with words.
5	He needs three more credits to <u>graduate</u> .
6	The Chinese <u>fashion</u> show caused a sensation in Moscow.
7	We actually do have a <u>research center</u> .
8	May I have your room <u>number</u> , Sir (Madam)?
9	She poured some whiskey into my <u>coffee cup</u> .
10	I can't date that house exactly, but it must be very <u>old</u> .
11	The movie bombed at the <u>box office</u> .
12	He arrives <u>on the dot</u> . I was sure he'd be late.
13	What do they <u>look for</u> inside of those modules?
14	We're not always <u>good</u> at talking to you and explaining ourselves in non-technical language.



Section B Listening and Speaking 听与说



1-1 Welcome 欢迎



Listening Tasks

R = Receptionist G = Guest

Dialogue 1

R: Good afternoon, Madam. Welcome to our hotel. May I help you?

G: Good afternoon. Could you please arrange a suite for me?

Dialogue 2

R: Good morning, Sir. Welcome to Double Tree Hotel!

G: Good morning.

◆ Glossary

welcome	<i>n. / v. / int.</i>	欢迎
hotel	<i>n.</i>	酒店
arrange	<i>v.</i>	安排
suite	<i>n.</i>	套房
double	<i>adj.</i>	双的; 双人用的; 两倍的
tree	<i>n.</i>	树

◆ Learning Points

1) Welcome to ...

对客人的欢迎用语, 表示“欢迎您来到……”。

Examples:

- (1) Welcome to China Hotel.
- (2) Welcome to Beijing.
- (3) Welcome to Terminal.
- (4) Welcome to fabulous Las Vegas Nevada.
- (5) Welcome to the annual Florida Folk Festival.

2) How to show your hospitality when welcoming your guests

- (1) Offer to carry a bag, to get a drink, to open the door, anything to show you're there to help.
- (2) Do your research—know who you are meeting, know where you're going.
- (3) Have confidence in your abilities and personalities.
- (4) There are many ways of greeting in different countries, but the smile is universal.
- (5) Dress appropriately—be smart, clean, and tidy.
- (6) Find out about the person you're with, and ask them about themselves.

◆ Oral Practice

Practice 1

What types of guests are being welcomed at a hotel according to your knowledge? What are they?

Practice 2

Can you think of more advice to add to the ways of welcoming guests?

1-2 Greeting 问候

◆ Listening Tasks

R = Receptionist G = Guest

Dialogue 1

R: Good morning, Sir. Can I help you?

G: Good morning. Do you have a double room for tonight?

Dialogue 2

R: Good evening, Mr. Brown. May I introduce myself? My name is Jason Wu and I am the manager.

G: Good evening, Mr. Wu.

Dialogue 3

R: Welcome back, Dr. Whitman. Nice to see you again.

G: Good afternoon, Peter.

R: May I put you in your usual room?

G: Certainly, that would be great.

◆ Glossary

tonight	<i>n. /adv.</i>	今晚
introduce	<i>v.</i>	介绍
manager	<i>n.</i>	经理
usual	<i>adj.</i>	通常的; 平时的; 一向的
certainly	<i>adv.</i>	当然; 确定; 肯定; 无疑

◆ Learning Points

1) Good morning/afternoon/evening.

早上好 (上午好) / 下午好 / 晚上好!

- (1) morning 是指早上 (上午), 即正午 12 点之前;
- (2) afternoon 是指下午, 即正午 12 点之后, 下午 6 点以前;
- (3) evening 是指下午 6 点以后。

2) Ways of greeting 问候语

- (1) Welcome back.
- (2) How are you?
- (3) How are you doing?
- (4) How's everything?
- (5) How have you been?
- (6) Long time no see.

(7) Nice to see you again.

(8) What have you been up to?

3) Cultural differences in greetings

There are many ways of greeting people in the world. You need to think about who you are meeting and greeting. The way you greet people may depend on many things, for example the nationalities, cultural differences, how well you know the person, your relative ages and your gender.

◆ Oral Practice

Practice 1

Do you know any other ways of greeting? When would people use them? In which situation?

Practice 2

Listen to the three greetings and answer the following questions: Where do these dialogues take place? Have the speakers met before? Is it formal or informal?

1 – 3 Farewell 告别

◆ Listening Tasks

R = Receptionist G = Guest

Dialogue 1

G: Please tell me where I can get a taxi.

R: Right outside the hotel there is a stand. The doorman will take care of that for you.

G: Great. I'm going then. Goodbye.

R: Goodbye, Mr. Green. We hope you'll come again. Have a nice trip!

Dialogue 2

R: It's all settled, Mr. Young. Here is your receipt.

G: Great. Thank you very much.

R: With pleasure. Have a safe trip and look forward to seeing you again.

G: See you.

◆ Glossary

taxi	<i>n.</i>	出租车
outside	<i>adv.</i>	在外面, 向外面; 在室外
stand	<i>n.</i>	台, 架子
doorman	<i>n.</i>	门童, 门卫
settle	<i>v.</i>	解决, 安排
pleasure	<i>n.</i>	荣幸; 愉悦

◆ Learning Points

Ways of farewell:

- (1) See you.
- (2) So long.
- (3) Take care.
- (4) Catch you later.
- (5) See you later/then.
- (6) Have a good time/trip.

◆ Oral Practice

Practice: Topic discussion

Find out different ways of farewell in different situations.



Section C Position Knowledge 岗位知识



Number and Time 数字与时间

1. Number 数字

1) Cardinal number 基数词

一	one	二十	twenty
二	two	二十一	twenty-one
三	three	三十	thirty
四	four	四十	forty
五	five	五十	fifty
六	six	六十	sixty
七	seven	七十	seventy
八	eight	八十	eighty
九	nine	九十	ninety
十	ten	半打	half dozen
十一	eleven	一打	dozen
十二	twelve	百	hundred
十三	thirteen	千	thousand
十四	fourteen	万	ten thousand
十五	fifteen	十万	a hundred thousand