

2008年河南省
中等职业学校对口升学考试复习指导

旅游类专业 (下册)

饭店服务与管理英语 餐饮服务与管理

河南省职业技术教育教研室 编



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内 容 简 介

本书为2008年河南省中等职业学校对口升学考试复习指导丛书之一,主要内容有:饭店服务与管理英语、餐饮服务与管理 and 参考答案,同时还收录了近两年河南省中等职业学校毕业生对口升学考试旅游类专业课试卷、参考答案及评分标准。

本书适用于参加旅游类专业对口升学考试的学生作为复习参考资料。

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前 言

为了做好 2008 年河南省中等职业学校毕业生对口升学考试指导工作，帮助学生有针对性地复习备考，我们组织有关专家和教师编写了这套《2008 年河南省中等职业学校对口升学考试复习指导》。这套复习指导是以 2008 年河南省中等职业学校对口升学《考纲》为依据，以国家规划教材、河南省中等职业技术教育规划教材为参考编写的。每本复习指导包括复习内容和要求、题型示例、参考答案三部分内容，同时还收录了近两年河南省中等职业学校毕业生对口升学考试的试卷、参考答案及评分标准。

在编写过程中，我们认真贯彻《河南省人民政府贯彻国务院关于大力发展职业教育的决定的实施意见》（豫政〔2006〕20 号）文件精神，坚持“以服务为宗旨、以就业为导向”的职业教育办学方针，以基础性、科学性、适应性、指导性为原则，紧扣《考纲》，着重反映了各专业（学科）的基础知识和基本技能，注重培养和考查学生分析问题和解决问题的能力。在内容选择和例题设计上，既适应了高考选拔性能力考试的需要，又注意了对中等职业学校教学工作的引导。在复习时，建议以教材为基础，以复习指导为参考，二者配合使用，效果更好。

本书是这套书中的一种，其中《饭店服务与管理英语》部分，主编张永海，副主编盛东克，参编赵宗昀；《餐饮服务与管理》部分，主编李晓东，参编李玫、李英。本书由李劲松审稿。

由于经验不足，时间仓促，书中瑕疵之处，恳请广大师生及时提出修改意见和建议，使之不断完善和提高。

河南省职业技术教育教学研究室

2008 年 1 月

目 录

第一部分 饭店服务与管理英语

复习指导	1
第一章 Front Office (前厅服务篇)	1
第二章 Housekeeping Department (客房服务篇)	3
第三章 Food & Beverage Department (餐饮服务篇)	5
第四章 Recreation (康乐服务篇)	7
第五章 Shopping Arcade (商场综合服务篇)	8
饭店服务与管理英语题型示例	10

第二部分 餐饮服务与管理

复习指导	107
第一章 餐饮概述	107
第二章 中餐厅服务	113
第三章 西餐厅服务	126
第四章 酒水知识	140
第五章 酒吧服务	150
第六章 中餐宴会服务	158
第七章 西餐宴会服务	167
第八章 餐饮部组织机构设置	171
第九章 餐厅员工管理	174
第十章 餐饮设备、用品管理	179
第十一章 餐饮服务质量管理	184
第十二章 餐饮安全管理	189
餐饮服务与管理题型示例	192

第三部分 2006—2007 年试题

2006 年河南省普通高等学校对口招收中等职业学校毕业生考试 旅游类专业课试卷·····	223
2007 年河南省普通高等学校对口招收中等职业学校毕业生考试 旅游类专业课试卷·····	230

第四部分 参考答案

饭店服务与管理英语题型示例参考答案·····	237
餐饮服务与管理题型示例参考答案·····	257
2006 年河南省普通高等学校对口招收中等职业学校毕业生考试 旅游类专业课试卷参考答案及评分标准·····	284
2007 年河南省普通高等学校对口招收中等职业学校毕业生考试 旅游类专业课试卷参考答案及评分标准·····	287

第一部分 饭店服务与管理英语

复习指导

第一章 Front Office (前厅服务篇)



考纲要求

1. 了解 Unit 1 What Is a Hotel
2. 熟练掌握 Unit 2 Front Office
3. 熟练掌握 Unit 3 Communication
4. 熟练掌握 Unit 4 The Cashier



知识结构

Front Office

1. What Is a Hotel?
2. Front Office
 - (1) Reservation
 - (2) Bell service
 - (3) Checking-in
3. Communication
 - (1) Telephone service
 - (2) Sending a fax
 - (3) Information Desk
 - (4) Messages



4. The Cashier

- (1) Foreign exchange
- (2) Checking-out



复习具体要求

复习重点

1. 了解 Unit 1 What Is a Hotel

考核要求:

- (1) 了解 Text It is my dream
- (2) 了解 Dialog 1 Hotel industry ABCs
- (3) 了解 Dialog 2 A job-hunting interview
- (4) 掌握 Words、Useful Terms and Expressions
- (5) 掌握 Notes
- (6) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)
- (7) 了解 Reading Comprehension
- (8) 掌握饭店类型划分和部门设置方面的基础专业理论知识。

2. 熟练掌握 Unit 2 Front Office

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 熟练掌握 Text The first representatives of a hotel
- (3) 熟练掌握 Dialog 1 A room reservation of call
- (4) 熟练掌握 Dialog 2 Welcome to our hotel
- (5) 熟练掌握 Words、Useful Terms and Expressions
- (6) 掌握 Notes
- (7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)
- (8) 熟练掌握 Reading Comprehension
- (9) 熟练掌握 Listening Comprehension (从阅读理解和专业实操方向掌握)
- (10) 掌握前台预订、接待、礼宾(门童、行李生)等服务的相关专业理论知识。

3. 熟练掌握 Unit 3 Communication

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 熟练掌握 Text The first representatives of a hotel
- (3) 熟练掌握 Dialog 1 A room reservation of call
- (4) 熟练掌握 Dialog 2 Welcome to our hotel
- (5) 熟练掌握 Words、Useful Terms and Expressions



(6) 掌握 Notes

(7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)

(8) 熟练掌握 Reading Comprehension

(9) 掌握前台问讯、留言、商务中心(电话、传真)等服务的相关专业理论知识

4. 熟练掌握 Unit 4 The Cashier

考核要求:

(1) 掌握 Warm-up (从词汇、阅读理解方向掌握)

(2) 了解 Text The history of money

(3) 熟练掌握 Dialog 1 Foreign exchange

(4) 熟练掌握 Dialog 2 Checking out

(5) 熟练掌握 Words、Useful Terms and Expressions

(6) 熟练掌握 Notes

(7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)

(8) 了解 Reading Comprehension

(9) 熟练掌握 Listening Comprehension (从阅读理解和专业实操方向掌握)

(10) 掌握前台外币兑换、结账退房服务的相关专业理论知识。

知识要点

1. 对饭店业入门基础知识、前厅服务相关专业术语的理解与掌握。

2. 对重点句子的理解与掌握。

3. 以所学英语知识为基础,对前厅部各岗位的基本业务流程和服务程序的掌握及综合运用(包括前台接待、问讯、收银、外币兑换、商务中心、礼宾、总机等),重点强化听、说、写、译四方面的能力。

第二章 Housekeeping Department (客房服务篇)



考纲要求

1. 掌握 Unit 5 Housekeeping Department (I)

2. 掌握 Unit 6 Housekeeping Department (II)



知识结构

Housekeeping Dept

1. Housekeeping Department (I)
 - (1) Room Cleaning
 - (2) Providing something extra
 - (3) Damage Problems
2. Housekeeping Department (II)
 - (1) Laundry service
 - (2) Baby-sitting service
 - (3) Dealing with Complaints



复习具体要求

复习重点

1. 掌握 Unit 5 Housekeeping Department (I)

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 熟练掌握 Text Housekeeping Department—the backbone
- (3) 熟练掌握 Dialog 1 Turn-down service
- (4) 掌握 Dialog 2 Providing something extra
- (5) 掌握 Words、Useful Terms and Expressions
- (6) 掌握 Notes
- (7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)
- (8) 了解 Reading Comprehension
- (9) 掌握客房清扫、做晚床、增添物品等服务的相关专业理论知识。

2. 掌握 Unit 6 Housekeeping Department (II)

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 熟练掌握 Dialog 1 About the laundry service
- (3) 掌握 Dialog 2 Baby-sitting service
- (4) 了解 Words、Useful Terms and Expressions
- (5) 了解 Notes
- (6) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)
- (7) 掌握 Reading Comprehension



- (8) 熟练掌握 Listening Comprehension (从阅读理解和专业实操方向掌握)
- (9) 掌握洗衣服务、临时托婴服务、处理投诉等的相关专业理论知识。

知识要点

1. 对客房服务相关专业术语的理解与掌握;
2. 对重点句子的理解与掌握;
3. 以所学英语知识为基础,对客房部各岗位的基本业务流程和服务程序的掌握及综合运用(包括房间清扫、做晚床、增添物品、损坏物品、洗衣服务、临时托婴服务、处理投诉等),重点强化听、说、写、译四方面的能力。

第三章 Food & Beverage Department (餐饮服务篇)



考纲要求

1. 熟练掌握 Unit 7 Food and Beverage (I)
2. 熟练掌握 Unit 8 Food and Beverage (II)



知识结构

Food & Beverage

1. Food and Beverage (I)
 - (1) At the Bar
 - (2) Taking the Order
 - (3) Taking a Reservation
 - (4) Breakfast
 - (5) Dinner
2. Food and Beverage (II)
 - (1) At the Bar
 - (2) Room Service
 - (3) Settling the Bill
 - (4) Dealing with Requests
 - (5) Dealing with Complaints



复习具体要求

复习重点

1. 熟练掌握 Unit 7 Food and Beverage (I)

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 熟练掌握 Text The food and beverage department always counts
- (3) 熟练掌握 Dialog 1 At the bar
- (4) 熟练掌握 Dialog 2 Taking the order
- (5) 熟练掌握 Words、Useful Terms and Expressions
- (6) 熟练掌握 Notes
- (7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the Following into Chinese)
- (8) 熟练掌握 Reading Comprehension
- (9) 掌握酒吧、点菜、订餐、值台(早餐、正餐)等服务的相关专业理论知识。

2. 熟练掌握 Unit 8 Food and Beverage (II)

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 了解 Text The story of chopsticks
- (3) 熟练掌握 Dialog 1 Room service
- (4) 熟练掌握 Dialog 2 A complaint about the dining room
- (5) 熟练掌握 Words、Useful Terms and Expressions
- (6) 熟练掌握 Notes
- (7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)
- (8) 熟练掌握 Reading Comprehension
- (9) 了解 Listening Comprehension (从阅读理解和完成对话方向掌握)
- (10) 掌握客房送餐业务、餐厅结账业务、处理投诉等的相关专业理论知识。

知识要点

1. 对餐饮服务相关专业术语的理解与掌握。
2. 对重点句子的理解与掌握。
3. 以所学英语知识为基础,对餐饮部各岗位的基本业务流程和服务程序的掌握及综合运用(包括订餐、迎宾、值台、传菜、酒吧、收银、客房送餐、处理投诉等),重点强化听、说、写、译四方面的能力。



第四章 Recreation (康乐服务篇)



考纲要求

1. 掌握 Unit 9 Recreation (I)
2. 熟练掌握 Unit 10 Recreation (II)



知识结构

Recreation

1. Unit 9 Recreation (I)
 - (1) The kingdom of pingpong
 - (2) At the hairdresser's
 - (3) At the Fitness Center
 - (4) At the Beauty Parlor
2. Unit 10 Recreation (II)
 - (1) Exploring mystery of health and longevity
 - (2) Talking about the sauna
 - (3) Bowling
 - (4) Karaoke



复习具体要求

复习重点

1. 掌握 Unit 9 Recreation (I)

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 熟练掌握 Text The Hotel Recreation Center
- (3) 掌握 Dialog 1 The kingdom of pingpong
- (4) 掌握 Dialog 2 At the hairdresser's
- (5) 熟练掌握 Words、Useful Terms and Expressions
- (6) 掌握 Notes
- (7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Voca-



bulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)

- (8) 熟练掌握 Reading Comprehension
 - (9) 了解 Listening Comprehension (从阅读理解方向掌握)
 - (10) 掌握饭店乒乓球馆服务、美容美发等康乐服务的相关专业理论知识。
2. 熟练掌握 Unit 10 Recreation (II)

考核要求:

- (1) 掌握 Warm-up (从词汇、阅读理解方向掌握)
- (2) 掌握 Text Bowling
- (3) 熟练掌握 Dialog 1 Exploring mystery of health and longevity
- (4) 熟练掌握 Dialog 2 Talking about the sauna
- (5) 熟练掌握 Words、Useful Terms and Expressions
- (6) 熟练掌握 Notes
- (7) 熟练掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)
- (8) 熟练掌握 Reading Comprehension
- (9) 掌握保龄球、桑拿浴、饭店室内游泳池等康乐服务的相关专业理论知识。

知识要点

1. 对康乐服务相关专业术语的理解与掌握。
2. 对重点句子的理解与掌握。
3. 以所学英语知识为基础,对康乐部各岗位的基本业务流程和服务程序的掌握及综合运用(包括健身房、乒乓球馆、美容美发中心、台球室、保龄球馆、桑拿浴、室内游泳池等),重点强化听、说、写、译四方面的能力。

第五章 Shopping Arcade (商场 综合服务篇)



考纲要求

掌握 Unit 11 Shopping Arcade



知识结构

Shopping Arcade

1. At a garment counter



2. At a porcelain counter
3. At the arts and crafts counter
4. At a jewelry counter
5. At a tourist souvenir counter
6. Bargaining

复习具体要求

复习重点

掌握 Unit 11 Shopping Arcade

考核要求:

- (1) 熟练掌握 Text Creating a shopping Eden
- (2) 掌握 Dialog 1 This one looks very nice on you
- (3) 掌握 Dialog 2 Recommending a tea set
- (4) 掌握 Words、Useful Terms and Expressions
- (5) 掌握 Notes
- (6) 掌握 Exercises (II. WHATs and HOWs in Our Business、III. Structure and Vocabulary Drills、IV. Skills Developing 中的 Translate the following into Chinese)
- (7) 了解 Reading Comprehension
- (8) 掌握商场服装、瓷器、珠宝、旅游纪念品等柜台的售货服务工作流程及推销技巧方面的相关专业理论知识。

知识要点

1. 对商场服务相关专业术语的理解与掌握。
2. 对重点句子的理解与掌握。
3. 以所学英语知识为基础,对商场部各柜台的基本业务流程和服务程序的掌握及综合运用(包括服装柜、瓷器柜、珠宝柜、工艺美术品柜、旅游纪念品柜等),重点强化听、说、写、译四方面的能力。

饭店服务与管理英语题型示例

一、判断下列句子的正误，将T填入正确叙述前的括号内，错误叙述前填F。

- () 1. Hotel service is an honorable occupation.
- () 2. With good training and a lot of practical experience, one can master the art of dealing with customers.
- () 3. A higher salary is always the most important reason for a person to change his job.
- () 4. Since a hotel is a home away from home for all the travelling guests, we are creating a home for our guests only.
- () 5. There is a salary increase based on one's job performance and education background.
- () 6. To many guests, the front office employee represents the hotel because they are the only employees the guests have contacted with.
- () 7. The morning call is usually made by the operator by phone.
- () 8. The front office is a link between the guest and the hotel's management.
- () 9. Reservation can be made in lots of ways.
- () 10. Dealing with complaints is an easy job for the front office staff.
- () 11. A reservationist is a person who accepts guests' reservation.
- () 12. The motto of our hotel is "reputation first, customer foremost".
- () 13. A walk-in guest is a customer who comes on foot.
- () 14. Most of the information a guest should put into the registration form is found in his or her passport.
- () 15. In all hotels, the duties of the receptionist remain the same.
- () 16. It is the general manager and hotel staff that keep the hotel industry healthy.
- () 17. IDD call means International Direct Dial.
- () 18. The British say "bill" and the Americans say "check".
- () 19. When a walk-in guest arrives, the room clerk should check the availability of room first.
- () 20. When the telephone rings, the operator should answer it right away.
- () 21. An operator is usually a man working at the general switchboard.
- () 22. A hotel's Business Center offers communication facilities and secretarial assistance catering to the needs of the business guests.
- () 23. DDD means Direct Distance Dialing.
- () 25. EMS means Express Mail Service.
- () 26. The guest can have his reservation guaranteed by telling the reservationist his passport or credit card number.



- () 27. The first coin in the world was made in England, and the first paper money was made in China.
- () 28. Rice and salt were used as a kind of money in the Philippines.
- () 29. Elephant tusks and monkey tails were used as money in parts of Africa.
- () 30. The first metal coin in China were round and had a square hole in the center.
- () 31. The foreign exchange rate fluctuates every day.
- () 32. The hotel cashier can cash the personal checks for the foreign guests.
- () 33. It makes no difference for a guest to check out in the morning or in the afternoon.
- () 34. At the foreign exchange counter, the cashier should exchange the foreign currencies for guests according to yesterday's exchange rate.
- () 35. After exchanging money, the cashier should sign the client's name on the exchange memo and remind him to keep it in a safe place.
- () 36. When cleaning the room, the room attendant must put the guest's letters, papers, or money into good order.
- () 37. All the linen in the occupied guestroom must be replaced every day.
- () 38. When doing the turn-down service, the room attendant should draw up the curtains.
- () 39. Whenever a guest needs something extra, the room attendant should promise to offer it.
- () 40. Housekeeping Department is usually the largest department in a hotel.
- () 41. The room attendant should put the DND sign outside the room after cleaning.
- () 42. A chambermaid should vacuum the carpet, clean the bathroom, replace the toilet needs when cleaning the guestroom.
- () 43. When cleaning the guestroom, a chambermaid can answer phone calls and take messages for the guest.
- () 44. When cleaning the guestroom, a chambermaid should draw the curtains close.
- () 45. The hotel offers the guests on the Executive Floor many special services such as free breakfast, and cocktail, late check-out until 16:00, free valet for one shirt daily, free the use of Indoor Swimming Pool and Sauna and so on.
- () 46. As a common term of hotel service, "make beds" means a stay-in guest should arrange the sheets and blankets of his own room for himself.
- () 47. The Room Center is a part of the Housekeeping Department.
- () 48. The room attendant needn't wash the dirty shirts the guest left in the waste-pan.
- () 49. A chambermaid can make up the room and look after the guest's children at the same time.
- () 50. A baby-sitter is a small chair for a little child to sit in.
- () 51. When a guest asks for an extra bed, the room attendant should ask the guest to contact the Reception Desk for it first.
- () 52. According to the hotel regulations, the liability of loss or damage of guests' clothing is usually limited to an amount not exceeding 10 times the cost of cleaning or pressing the said item.