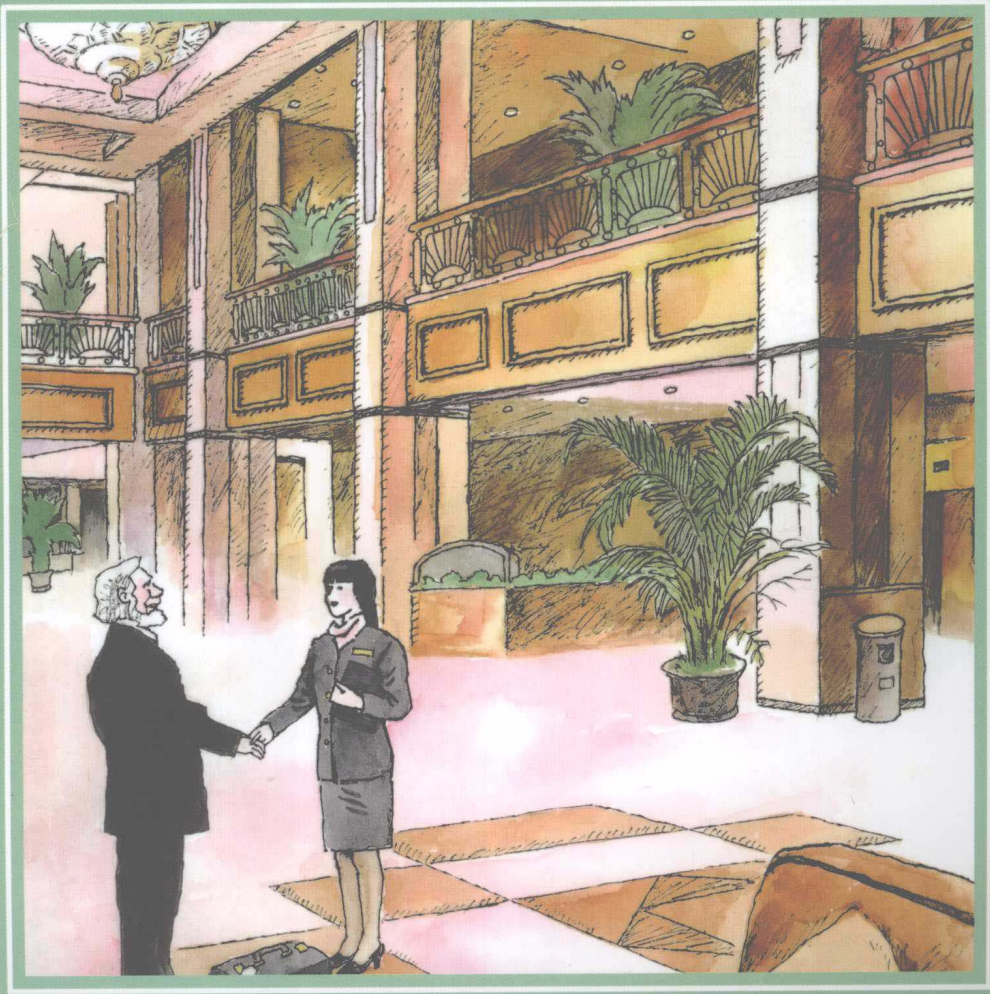


任务
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中等职业学校饭店服务与管理教材系列

饭店情境英语

王肇华 ● 主编



中等职业学校饭店服务与管理教材系列

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总 序

随着我国经济建设的迅猛发展和就业人口的不断增加,如何让更多的人通过接受教育特别是职业教育更快更好地上岗就业,成为当前亟待解决的重大问题。为此,国务院总理温家宝在第十届全国人大五次会议上提出,要把发展职业教育放在更加突出的位置,使教育真正成为面向全社会的教育,这是一项重大变革和历史任务。重点发展中等职业教育,健全覆盖城乡的职业教育和培训网络,是今后各级政府部门要做的重要工作。

为了贯彻和落实国务院的精神,适应新的社会经济发展的需要,上海市教委所属的上海市中等职业教育课程教材改革办公室针对上海市中等职业教育课程中比较突出的问题,诸如课程与就业关联不够,与就业及工作的相关课程少,教学内容相对滞后,学用不一致明显,学校专业教学还没有完全结合企业的实际需要,与职业资格证书结合不够紧密,没有充分体现中等职业学校学生学习特点等,及时组织全市的中等职业学校的骨干教师,以科学发展观为指导,以就业为导向,以能力为本位,以岗位需要和职业标准为依据,服务于满足学生职业生涯的需求,适应社会经济发展和科技进步的需要,开发和制定了新的专业教学标准,形成了以“任务引领型”为主导的具有上海特色的现代职业教育课程体系。其特点如下:

- ★ 以职业生涯发展为目标明确专业定位。专业定位要立足于学生职业生涯发展,尊重学生基本学习权益,给学生提供多种选择方向,使学生获得个性发展与工作岗位需要相一致的职业能力,为学生的职业生涯发展奠定基础。
- ★ 以工作任务为线索确定课程设置。按照工作任务的逻辑关系设计课程,打破“三段式”

学科课程模式，摆脱学科课程的思想束缚，从岗位需求出发，尽早让学生进入工作实践，实现从学习者到工作者的角色转换。

- ★ 以职业能力为依据组织课程内容。注重职业情境中实践智慧的养成，培养学生在复杂的工作过程中作出判断并采取行动的综合职业能力。
- ★ 以典型产品（服务）为载体设计教学活动。按照工作过程设计学习过程，建立工作任务与知识、技能的联系，激发学生的学习兴趣。
- ★ 以职业技能鉴定为参照强化技能训练。课程标准要涵盖职业标准，要选择社会认可度高、对学生劳动就业有利的职业资格证书，使学生在获得学历证书的同时，能顺利获得相关职业资格证书。

本套教材就是依据新制定的上海市中等职业教育专业教学相关标准编写的，力求体现上海市职业教育课程改革的基本思路与理念，为教师和学生提供一套理论与实践有效结合的适用教材。由于本套教材所具有的探索性和前瞻性，难免还存在这样或那样的不足，恳请工作在职业教育一线的老师 and 行业专家以及广大学生批评指正。

教材编写委员会

前 言

上海作为中国对外开放的重要窗口,每天接待着数以万计的海外宾客。宾馆业在上海正以前所未有的规模向前发展。宾馆业的高速发展对宾馆从业人员的素质提出了越来越高的要求。《饭店情境英语》作为中等职业学校“饭店服务与管理”专业的英语教材之一,是根据上海市中等职业教育课程教材改革办公室颁布的“饭店服务与管理”专业课程标准以及《旅游涉外饭店星级的划分及评定》的国家标准及其对星级饭店的考核要求编写的。全书以饭店的工作岗位为逻辑线索设计课程,分为前厅、客房、餐饮三大部分。每部分由6~7课组成。每一课均以该部分的某一“主要专业岗位工作人员英语”为课题,模拟该岗位工作人员工作环境,以其员工需要使用英语与外宾沟通方能完成工作任务为引领,以员工与宾客进行有效的沟通必须具备的英语听说能力为依据,编写了2~4篇情境对话。教材突出服务工作中必知和应知的常用基础英语的知识内容,注重强化学生英语基本技能,尤其是听、说等技能的综合训练,力求使学生在学习本教材后能初步掌握饭店服务常用英语,从而具备用英语与宾客进行有效沟通,顺利完成宾馆各部门服务工作的职业能力。

本教材内容基本涵盖职业资格证书技能考核——上海市旅游行业外语等级考试——的内容与要求。全书各课均由情境对话、注释及练习组成。各课的练习由以下六部分组成:“情境对话”、“本岗位各种常见表格”、“阅读理解”(本岗位专业知识)、“选择填充”、“完形填空”及“中英互译”等。一般来说,熟练掌握了某一部门各种情境对话,学生大多能顺利通过该部门的B级口试。各课中的练习1的目的是进一步强化口语训练,培养学生在特定的工作环境中熟练运用英语完成服务工作的能力;练习2和练习3的目的是拓展学生知识面;练习4、练习5及练习6对学生通过各部门B级笔试的帮助极大,需要认真完成,掌握要点。此外学生还需学习“旅游饭店英语听力辅导教材”(上海市旅游局培训中心编写)以顺利通过听力考核。

《饭店情境英语》一书由上海市现代职业技术学校国旅校部(即原上海国际旅游职业技术学校)一批宾馆英语专业一线的资深教师负责编写。现代职校国旅校部开设“饭店服务与管理”专业已有20余年,该专业是该校,也是上海市所有职校中惟一的国家级重点专业。该校的英语教研组人才济济,有在世界著名的瑞士洛桑“饭店管理学校”进修达半年之久的,有经国家旅游局培训中心“中国饭店职业英语标准培训与测试中心”培训获中国饭店职业英语培训教师证书的,有经培训获英国伦敦城市与行业教育学会“前台接待”专业考评员资格的,有近年赴加拿大、澳大利亚等短期英语培训的,也有近年到波特曼、兴国宾馆等五星级宾馆餐饮部、客房部等部门顶岗工

作半年的,更有多名教师自 1989 年起就参与市旅游局培训中心的 A、B 级口试考评工作。他们有着丰富的涉外宾馆的从业和管理经验,对国际国内宾馆业的行规惯例非常了解。在教材的各个环节,如对话、练习、注释等中都渗透了行业知识,力求把岗位职责、岗位技能的培训与语言技能的培训相结合,注重教材的实用性和可操作性。本教材除了作为中职校“饭店服务与管理”专业的英语教材外,还可供宾馆用作对从业人员的培训及上岗证考核的学习材料。

本教材建议课时数为 216 课时(包括参加一次 B 级考试的复习时间)。以欲参加 B 级餐饮考证为例,餐饮部分教学约为 100 课时,考证复习约为 28 课时,前厅、客房两部分分别教 44 课时(只教对话不做练习)。从上海市近年该专业学生的就业具体方向考虑,我们强烈建议各校组织学生参加餐饮及前厅二次 B 级考核,当然教学课时数也应相应地适当增加。

本教材前厅部分由方荣、王肇华编写,客房部分由周逸菁、李淑荣编写,餐饮部分由顾霞娟、王喆蕴、赵春湘、彭姣辉及朱豪编写,全书由王肇华统稿,本书在编写过程中始终得到上海各涉外饭店以及各兄弟职校老师的支持与帮助,在此我们一并表示衷心的感谢。

王肇华

2008 年 5 月

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Part One

Front Office

Unit One

English for Reservationists



Vocabulary

- reservation /resə:'veɪʃən/ *n.* 预订
deluxe suite 豪华套房
presidential /prezi'denʃəl/ *a.* 总统的
arrival /ə'raɪvəl/ *n.* 到达
departure /di'pɑ:tʃə/ *n.* 离开
look forward to 期盼
waiting list 候补名单
available /ə'veɪləbl/ *a.* 可使用的
delegation /deli'geɪʃən/ *n.* 代表团
confirm /kən'fɜ:m/ *v.* 确认
special rate 优惠价
discount /'diskaunt/ *n.* 折扣
flight /flaɪt/ *n.* 飞机航班
conference /'kɒnfə:rəns/ *n.* 会议
multi-function hall 多功能厅
sales manager 销售经理



Situational Dialog One

A Telephone Call Reservation

Scene: A guest is making a reservation at Shanghai Hotel through a long distance call.

R: Reservationist G: Guest

R: Shanghai Hotel. Reservation Desk. How may I help you?

G: I'd like to book a room in your hotel. Can you arrange it for me?

R: What kind of room would you like, sir? We have single rooms, TWBs, DWBs, suites and deluxe suites in Chinese, Japanese, Roman, French and Presidential styles.

G: A French suite, please.

R: Would you please tell me your arrival and departure dates?

G: I will stay in your hotel from May the 15th to May the 19th.

R: May I have your name, please?

G: George Smith.

R: Mr. Smith, would you like breakfast?

G: Yes, please.

R: Well, a French suite with breakfast from May the 15th to May the 19th. Am I correct, Mr. Smith?

G: Yes.

R: One moment, Mr. Smith. I'll check the computer. Sorry to have kept you waiting, Mr. Smith. We can give you the room. The room rate is 800 yuan RMB a day.

G: OK.

R: What time will you be arriving, Mr. Smith?

G: At about 4:00 in the afternoon. Is it all right?

R: That'll be fine. We are looking forward to having you with us, Mr. Smith.

G: Thank you. Goodbye.

R: Goodbye.

Notes

1. Shanghai Hotel. Reservation Desk. How may I help you?
一般饭店员工接听电话时应先问候客人 Good morning/afternoon/evening。此处因是长途电话。考虑到可能会因为时差原因造成误解,因此省略了。
2. What kind of room would you like, sir?
如有客人要求预订房间,须先了解:(1) 客人需要什么类型的房间;(2) 客人姓名;(3) 客人到达及离店日期。
3. We have single rooms, TWBs, DWBs, suites and deluxe suites in Chinese, Japanese, Roman, French and Presidential styles.
饭店员工要有推销意识,应主动向客人介绍饭店的设施及服务。TWB 为 twin beds with bathroom;DWB 为 double bed with bathroom.
4. Would you like breakfast?
此句的意思是“你要包早餐吗?”
5. Well, a French suite with breakfast from May the 15th to May the 19th. Am I correct, Mr. Smith?
注意要与客人核对预订的各项细节。

6. The room rate is 800 yuan RMB a day.

要主动告诉客人所预订住房的房价,以免入住后因误解而引起争执。

7. What time will you be arriving, Mr. Smith?

一般来说,对话结束前应询问客人约几点到达,以便早做安排。

也可询问客人打算如何付账单。

How will you be paying?

How are you going to pay, in cash, by credit card or by traveler's check?

客人一般也会提出问题。常见问题如下:

G: Can you meet me at the airport? It's my first trip to Shanghai, you see.

R: Oh, we will arrange it for you. Our shuttle bus will be waiting for you at the airport, Mr. Smith.

Or,

G: Is there any special rate for me?

R: I'm afraid not. It's the peak season now, you see.

Or,

G: How can I guarantee my reservation?

R: I'll just need your credit card number and I'll take care of the rest.



Situational Dialog Two

Sorry, Our Hotel Is Full

Scene: A guest is making a reservation by phone, but all the hotel rooms are booked up.

R: Reservationist G: Guest

R: Shanghai Hotel. Reservations. How may I help you?

G: I'm calling from Hong Kong. I'd like to book a room in your hotel.

R: What kind of room would you like, sir? We have single rooms, TWBs, DWBs, suites and deluxe suites in Chinese, Japanese, Roman, French and Presidential styles.

G: A single room.

R: For which dates?

G: From next Monday to Friday.

R: From next Monday to Friday. That's from May the 15th to May the 19th. Would you please tell me your name, sir?

G: George Smith.

R: Mr. Smith. Would you like breakfast?

G: No, thanks.

R: Mr. Smith, you'd like to have a single room without breakfast from May the 15th to May the 19th.