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主 编 钱建文

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编 审 说 明

为适应建立社会主义市场经济新体制的要求,我部于1994年颁发了财经管理类5个专业和理工类7个专业的教学计划。1996年初印发了以上12个专业的教学大纲。《餐旅英语》一书是根据新编餐旅管理专业教学计划和教学大纲的要求,结合我国科技进步和财税、金融等体制改革的情况重新编写的。经审定,现予出版。本书是国内贸易部系统中等专业学校的必用教材,也可供职业中专、职工中专、电视中专等选用,还可以作为业务岗位培训和广大企业职工的自学读物。

本书由钱建文主编。参加本书编写的有:江苏省无锡商业学校高级讲师钱建文(第5、6单元),安徽省蚌埠粮食学校讲师戴志新(第7、8单元),上海市商业学校讲师吴文婕(第1、2单元),福建省商业学校助讲黄蓉(第3、4单元)。全书由钱建文总纂,上海交通大学外语系主任、英语教授郑树棠主审,东北财经大学国际商务外语系副主任、英语副教授周竹南审校。

由于编写时间仓促,编者水平有限,书中难免有疏漏之处,敬请广大读者不吝赐教,以便于修订,使之日臻完善。

国内贸易部教育司

1996年12月

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UNIT ONE

Food and Beverage Service

Lesson 1

Showing the Guest to the Table

1-1 Receiving Guests

Scene: As soon as a couple, Mr. Smith and Mrs. Smith enter the restaurant, a captain goes forward to greet them.

A: Good evening, madam and sir.

B, C: Good evening, We'd like a table, please.

A: Have you got a reservation?

B: Yes, we have a reservation for a table for two at 7 o'clock under the name of Mr. Smith.

A: Just a moment, please. I'll take a look at our reservation book. (Checking the reservation book)

A: Oh, yes, Mr. Smith. We've been expecting you. Would you please come with me?

(Showing them to the table)

Will this table be all right?

B: It's OK. But I prefer to have a table by the window. My wife loves the night view of Shanghai.

A: I'm sorry. The tables by the window are all occupied.

B: Well, it doesn't matter. We'll take this one at present.

A: If you like that, I'll have it reserved for you. (Pulling the chair out, he helps Mrs. Smith to take the seat) Please.

C: Thank you.

A: Would you like something to drink before your meal?

B: Whisky, please.

A: OK. Here is the menu. Please take your time. The waiter will be with you in a moment.

1-2 Asking the Guests to Wait

Scene: A party of six are waiting for a table in a full-occupied restaurant.

A: Good evening, ladies and gentlemen. Welcome to our restaurant.

B: Good evening. Is there a table for six?

A: Do you have reservations, sir?

B: No, I'm afraid not.

A: Sorry, sir, all our tables are taken. Would you mind waiting until one is free?

B: Well, how long will it take?

A: I'm not sure. Maybe around twenty minutes. If you are in a hurry, we also serve snacks at the coffee shop on the first floor.

B: It doesn't matter, we have plenty of time.

A: May I have your name, please?

B: Yes, Anderson.

A: Mr. Anderson, would you like to have a drink in the lounge while waiting? We'll call you when a table is available.

B: That's a good idea. (They order some drinks for each in the lounge)

(Twenty minutes later, a waiter comes to them)

C: Sorry for the delay. We can seat your party now, Mr. Anderson.

B: Good!

C: Follow me, please? (Leading them to a table in the corner)
Would you like this table?

B: Yes, I prefer it, because we have a lot to discuss.

C: Here's the menu. I'll return in a few minutes to take your order.

1-3 Buffet-style Restaurant

Scene: A guest would like to have a breakfast in the restaurant.

A: Good morning, madam. A table for one?

B: That's right.

A: Please step this way. I'll show you to the table.

B: Can I sit where I like?

A: Yes, but the one by the window has been booked.

Look, there is a sign on it.

B: Er, then could I sit here?

A: Of course, which would you prefer, tea or coffee, madam?

B: Coffee, please.

A: Yes, madam.

(Bringing the coffee) Here is your coffee, madam.

We have both buffet-style and a la carte dishes, which would you prefer?

B: I'll have buffet-style.

A: Yes, madam. The buffet is over there, please help yourself.

B: Thanks. Where is the fresh milk?

A: It is over there beside the juice machine.

B: Do I pay it now?

A: No. You could pay after your meal.

B: OK, I see.

A: Is there anything I can do for you?

B: No, thanks.

A: It's a pleasure. Hope you enjoy your meal, madam.

New Words and Useful Expressions

beverage /'bevəriʒ/n. 饮料(如汽水、茶、酒等)

receive /ri'si:v/v. 接到,接受,接待

couple /'kʌpl/n. 一对,一双

captain /'kæptɪn/ (此处)餐厅服务员领班

reservation /rezə'veiʃən/n. 保留,预订

prefer /pri'fə:/ 更喜欢宁愿(选择)

occupy /'ɒkjʊpaɪ/v. 占领,占据,占用,占有

at present 现在,眼下

pull out 拉出

snack /snæk/n. 快餐

seat /si:t/n. 座位 v. 安排座位

to have sth. done 做好某事

whisky /'wiski/n. 威士忌酒

lounge /laundʒ/n. (旅馆等处的)休息室

available /ə'veiləbl/a. 可得到的, 可提供的
delay /di'lei/n. v. 耽搁, 延误
buffet /'bʌfit/n. 自助餐
a la carte /əla:'ka:t/ 照菜单自行点菜
over there 在那里
help oneself 自取所需
juice machine 果汁机

Notes

1. Mr. 先生的尊称, Mrs. 夫人的尊称, Mr 和 Mrs. 后必须跟有姓氏, 小姐称 Miss, 对不明婚否的女子简称 Ms., 对不相识者尊称用 sir, madam.
2. Have you got a reservation? 你预定了吗?
have got = have + n. + p. p. 一般表示请人做某事。
I'll have it reserved next time.
get + n. + p. p. 一般表示自己或请人做某件事。
I have got my room cleaned.
3. Would you please come with me? 请跟我来好吗? 也可以说 Come this way, please! Please step this way! Follow me, please!
4. But I prefer to have a table by the window. 但我更喜欢靠窗的桌子。
prefer 一般用于权衡两种或更多的事物或可能性时。
(1) to prefer A (to) B
I prefer beer to wine. 我喜欢啤酒, 不喜欢葡萄酒。
(2) to prefer doing A (to doing B)

I prefer reading novels to cooking. 我宁可读小说而不高兴做菜。

(3) to prefer to do A rather than do B

He prefers to stay at home rather than go shopping. 他宁可呆在家里也不愿去逛商店。

(4) to prefer A + 补语

Mr. Bellow prefers his coffee without sugar. 贝罗先生喜欢咖啡不加糖。

(5) to prefer + (that)从句(虚拟语气从句)

I prefer that you study French. 我觉得你应该学习法语。

5. Would you mind waiting until one is free? 等到有空位您介意吗?

上述句子中 waiting 是动名词,有些动词后面必跟动名词,如: mind, avoid, finish, can't help 等

6. buffet-style 是由客人放置各式各样食物的自助餐桌上,自己动手拿盘,挑选自己喜爱的东西,而后自己端到餐桌上食用的方式。

Exercises

I. Role-play:

Client: You are reserving a table for two on the telephone.

You'd like your table by the window and you'll get there around 8:00.

Employee: You accept the reservation. Tell him you cannot guarantee the table by the window because of the peak sea-

son.

II . Complete the following patterns:

1. Waiter: _____ ?

Diner: Yes. At 7:00. The name's Johnson.

2. Diner: Is there any chance of a table by the window?

Waiter: _____ .

3. Diner: What time do you open this evening?

Waiter: _____ .

4. Diner: I would appreciate it, if it could be arranged.

Waiter: _____ .

5. Diner: Isn't there one vacant over there?

Waiter: Oh, sorry, _____ .

6. Waiter: _____ ?

Diner: Tea, please.

7. Captain: Your table is over there. _____

_____ .

Diner: Thanks.

8. Captain: _____ ?

Diner: Yes, I prefer the one in that quiet corner.

III . Choice:

1. Jane Eyre preferred to be sent to school _____ stay at her aunt's.

a. than b. rather c. rather than d. to

2. _____ Welcome to our restaurant, sir.

a. What's your job? b. Who are you?

- c. Nice to meet you. d. Thank you.
3. A guest insists on _____ longer without paying more.
a. stay b. staying c. to stay d. stays
4. —I'm very grateful for your kindness.
—_____.
a. That's all right b. All right
c. Thanks d. You too
5. —That's very _____ of you. Thank you.
—It's a pleasure.
a. nice b. good c. kind d. fine
6. We look forward to _____ you again.
a. meeting b. meet c. met d. having met
7. I prefer that she _____ the baby.
a. looks after b. is looking after
c. looked after d. look after
8. There is something wrong with my watch, I must have it _____.
a. be repaired b. repair
c. repaired d. to repair

IV. True or False:

1. Whatever a guest asks for something you should guarantee to provide it.
2. When the restaurant is full you can ask newly arrived guests to go to other restaurants.
3. When you seat the guests you must pull out the chair

for a male guest at first.

4. There aren't any waiters in the buffet-style restaurant.
5. The captain is in charge of showing the guests to the table.

V. Put the following sentences into English:

1. 这张桌子一定有人预定了,那上面放了一块小牌子。
2. 如果您愿意,可以坐在休息厅,有空桌时就来叫您。
3. 许多外国旅客在中国宁愿吃中餐而不愿吃西餐。
4. 您什么时间需要这个桌位呢?
5. 我们期待着您的光临。
6. 请这边来,我领您去您的桌位。
7. 我想要靠窗的桌子。
8. 我丈夫喜欢在咖啡里放糖,而我不喜欢加糖。

Lesson 2

Taking Order

2-1 Chinese Food

Scene: As soon as Mr. Davis sits down, the waiter hands over to him a menu. A few minutes later the waiter comes over to him.

A: Good evening, sir. Are you ready to order now?

B: Yes. But I don't know anything about Chinese food.

A: Chinese food is divided into eight big cuisines, such as Cantonese food, Sichuan food, Fujian food, etc. Our restaurant is famous for its Sichuan style.

B: Is there any difference between Cantonese food and Sichuan food?

A: Yes, Cantonese food is lighter while Sichuan food is spicy and hot.

B: Really! I like hot food. Can you make a few suggestions?

A: How about the eggplant and minced pork in dry red chili sauce and the "Ma Por" beancurd? They are our specialties.

B: OK. I'll have them. Is there any soup?

A: Yes. Sour soup Sichuan style. It's our recommendation.

B: That's fine. I'll have a try.

A: Sir, your dish will take 15 minutes to prepare. While wait-