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21世纪全国高职高专

旅游系列

规划教材

酒店管理专业系列

品牌酒店英语面试培训教程

PINPAI JIUDIAN YINGYU MIANSHI PEIXUN JIAOCHENG

主 编 王志玉

- 模拟面试录音带来不一样的体会
- 国际知名酒店面试评价体系全公开
- 循序渐进的阐述具有极高的使用价值



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21 世纪全国高职高专旅游系列规划教材

品牌酒店英语面试培训教程

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内 容 简 介

全书分为 5 章。Chapter 1 介绍国际知名酒店(集团)面试的评价标准; Chapter 2 讲述面试中如何进行自我介绍; Chapter 3 为常见的酒店面试问题, 该章对面试的问题进行了分类整理, 对典型的问题进行了分析并提供了参考回答; Chapter 4 分析了面试中出现的典型错误和不妥行为; Chapter 5 介绍了品牌酒店的各个部门和相关岗位的职责。此外, 本书附录为读者提供了面试常用词汇、世界著名品牌酒店集团的基本情况介绍和部分章节的汉语译文。

《品牌酒店英语面试培训教程》是为高等职业院校酒店专业、英语专业学生编写的面试培训教材, 同时也适合有志就职于酒店服务和管理的其他专业和社会人士参阅。通过本书的学习和培训, 读者可以了解到国内外品牌酒店面试的基本知识, 有的放矢地为高端酒店的英语面试做好充分准备, 提高面试的成功率。

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序

在经济全球化的大背景下，酒店业正在向国际化不断迈进和发展。酒店业人才的竞争不再局限在本地本国，而是在全球范围内的竞争，跨国就业越来越普遍。

中国旅游高等教育经过几十年的不懈努力，不断为社会培养和输送高素质的旅游人才，这些人才也渐渐成为国际酒店行业竞相争夺的人力资源。近些年来，诸多国际品牌酒店相继来我国组织英语面试，招聘人才，迄今为止我国也已为国际酒店业输送了大批英语和酒店业务过硬的综合型人才。

每一位个体都是一个多面体。

每一位个体都有闪光和优秀的一面或多面。

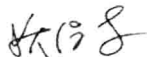
如何在面试这个舞台上展现自我，把握在品牌酒店就业的机会呢？成功历来是垂青于有实力、有准备，善于抓住机遇的人。

《品牌酒店英语面试培训教程》遵循实用至上的原则，精心研究和梳理国际品牌酒店英语面试的特点、内容和备战技巧，涵盖了面试的方方面面，系统性、针对性强。该书研究了酒店招聘方的经营服务理念、面试标准和面试提问动机，又为应试者的英语语言表达、酒店业务、仪容仪表等各方面能力的展示提供了颇具实用价值的素材和应试策略支持，使应聘者做到知己知彼，为应试做好全方位的准备。从这个意义上讲，该书也是帮助品牌酒店与应聘者相互了解、沟通的桥梁。

当今是一个酒香也怕巷子深的时代。

所以，愿《品牌酒店英语面试培训教程》成为一个摆渡者，在读者细细地品读、学习和练习中，帮助读者沉淀酒香，走出深巷，驶向成功的彼岸。

是为序。



2011年3月

前 言

随着我国经济和社会的发展,应用型人才越来越受到青睐。在应用型人才的培养中,高职院校发挥着越来越重要的作用,成为了我国培养应用型人才的摇篮。近年来,高职院校围绕着快出人才、出好人才的目标进行了一系列的改革,人才培养模式由过去单靠院校自身闭门造车式的培养转向了校企合作,贴近市场的新模式,培养出了一批又一批的市场急需人才。

酒店行业是一个劳动力密集型的服务行业。在我国改革开放的大环境下,酒店行业得到了长足的发展。目前,酒店行业的服务和管理水平正在向国际标准化迈进,同时不断提升企业的文化内涵,注入自身发展的文化理念。由此,酒店行业对从业人员的要求也由低素质向较高的职业素质、娴熟的服务技能、开阔的国际视野转变,尤其是近年来,我国境内的高端酒店在招聘面试中增加了对应聘者的英语口语水平的考核。这一趋势反映了酒店行业对人才的需求发生了根本性的变化。

《品牌酒店英语面试培训教程》着眼于学生的职业化教育,帮助欲从事酒店服务与管理的学生走好步入职场的第一步,使学生由读书人更好地向职业人转变。为此,本书在 Chapter 1 中介绍了 4 个国际知名酒店(集团)在我国面试时的评价标准,并根据不同酒店的评价标准,结合近几年其他品牌酒店的情况作了归纳,以便为读者树立一个标杆,有一个准备的目标;在 Chapter 2 中安排了自我介绍,自我介绍是面试中的一个常见的环节,尽管不是每次面试都有,或者自我介绍有长有短,但是,除了申请表上提到的个人情况外,通过这个环节可以展示自己的优势和特点,给面试官留下更加深刻的印象,而且该环节的准备能够为面试的问答环节奠定良好的基础;Chapter 3 涉及面试常见的问题,这一章不仅对常见问题进行了分类整理,而且对面试官提出的这些问题进行了分析,其中着重分析了提出这些问题的动机,尽管本书也提供了一些参考答语,但是更希望读者能根据这些动机,把握回答问题的原则,依据自身的特点,做出相应的回答,而不是死背照搬答案;Chapter 4 列举了面试中常犯的错误及不妥言语和行为,除语言外,还涉及面试时的其他方面,如仪容仪表、肢体语言、目光接触等的注意事项,引以为戒;Chapter 5 重点介绍了酒店的各个部门以及相关岗位的职责。此外,在附录中编排了酒店英语面试常用的词汇,目的是让读者了解或熟悉这些实用的词汇,方便读者在面试中用英语表达。考虑到在国内外都有众多的国际知名品牌酒店,附录还介绍了有关这些品牌酒店的基本情况,作为资料供读者参阅。本书由于是针对英语面试的,故表述的文字以英文为主,旨在通过英文的阅读、学习和训练使读者的准备更加贴近英语环境,更好地适应英语环境的面试。然而,考虑到有些读者的



英语水平有限,在附录中提供了部分汉语的译文。尽管如此,仍希望读者尽量不要去看中文译文。为了便于读者自学和练习,我们还录制了模拟面试录音和 Chapter 3 部分问答的录音。

总之,本书具有如下特点。

(1) 实用性强。本书几乎所有的内容都来自于编者多年培训和面试的积累和提炼,全部编写人员均是多年从事品牌酒店面试培训的中外教师,因而提供的资料和内容具有极高的实用价值。

(2) 陈述与分析相结合。既介绍英语面试的知识,又对其进行鞭辟入里的分析。对面试评价标准、自我介绍、注意事项、面试常见提问等方面都进行了独到的分析和讲解,有利于读者真正领会,灵活运用。

(3) 以英语撰写为主。既然是英语面试,我们希望为广大读者提供一个英语学习的条件和机会,使读者学会在面试中用英语表述自己的观点,为真正的面试做好充分的准备。这是本书用英语编写的初衷。

(4) 内容较为丰富、全面。除了语言训练外,还包括品牌酒店评价标准、自我介绍、面试问答、其他面试注意事项、酒店各部门和相关岗位介绍、国际知名酒店基本情况介绍等内容,几乎涵盖了面试的方方面面。

本书可根据不同情况使用。它可以作为高职院校的选修课教材,在学生毕业就业前的一个学期使用,也可以作为培训机构的全日制培训教材,但是建议课程的讲解和实际训练应偏重于后者,即讲解占 1/3 的时间,训练占 2/3 的时间。另外,本书还可以作为其他社会青年自学的参考用书。

本书编写人员分工如下(以章节为序)。

王志玉: Chapter 1、Chapter 4、Chapter 3 部分面试问答录音。

丁 蕾: Chapter 2。

李领娣: Chapter 3。

Mahendra Raj Panday: Chapter 5、Chapter 3 模拟面试问答录音。

王 正、刘海玲: Appendix A 常用词汇。

郭 慧: Appendix B 世界知名酒店(集团)介绍。

注:部分章节翻译由该章节编写者负责。

全书由李领娣负责统稿。

美国外教 Siebert Charlie 为本书前期的编写提供了部分初稿,山东旅游职业学院的学生为本书提供了照片,谨此表示感谢!

由于编者水平有限,书中难免有疏漏不足之处,诚恳希望读者批评指正,以便今后有机会再版时修正。

王志玉

2011 年 3 月

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Interview Criteria

Chapter 1

What does an interviewer expect from an interviewee? Different hotels and hotel groups have different criteria to assess their interviewees. However, we still can find something in common among their criteria.

For an interviewee who wishes to find a job in a renowned hotel at home and abroad, the primary issue he or she ought to be concerned about is what the criteria of the hotel are. After all, only when you know the criteria or the expectations of the interviewer can you know what you will prepare, so that you will meet the hotel's requirements and succeed in the interview. Only when you are aware of what the interviewer expects from you, can you prepare yourself sufficiently.

It is beneficial to study the assessment criteria, by which interviewers in some renowned hotel groups appraise their interviewees, in order to have a clear picture of this issue.

Here, below, are four assessment sheets given by internationally- renowned hotels while they interview job applicants in China.



1. Hilton Hotel Assessment Sheet

Name: _____ Date of Interview: _____

Position Interviewed for: _____ Nationality: _____ Age: _____

English

- (1) Unacceptable: Cannot answer simple questions, cannot communicate.
- (2) Poor: Very basic, poor vocabulary, poor pronunciation.
- (3) Average: Able to answer simple questions, basic, acceptable English for rank and file.
- (4) Good: Able to communicate with employees and guests.
- (5) Excellent: Fluent in English.

Appearance

- (1) Unacceptable: Very poorly groomed, poor presentation.
- (2) Poor: Needs rigorous improvement.
- (3) Average: Needs some improvement.
- (4) Good: Groomed up to Hilton standards.
- (5) Excellent: Very well groomed.

Confidence

- (1) Too shy, insecure to communicate.
- (2) Very shy, insecure.
- (3) Shy, little insecure.
- (4) Confident.
- (5) Over confident, close to arrogant.

Education

What kind of education? _____

What level of education? _____

Diploma? Yes/ No

Number of years? _____

Points	English	Appearance	Confidence	Computer Skills
1				
2				
3				
4				
5				



Comments

2. Le Meridian

Interview Assessment Sheet

Applicant's Name: _____ Age: _____

Position Applied for: _____ Date: _____

Place of Interview: _____

Interviewed by: _____

Rating

- (1) Poor (Negative evidence).
- (2) Average (Some positive evidence gained. Requires development to perform completely).
- (3) Good (Positive evidence gained. Some service behaviors demonstrated).
- (4) Very good (Meets all requirements for evidence).
- (5) Excellent (Exceeds requirements for evidence).

Assessment Criteria

		1	2	3	4	5
1	Appearance					
2	Voice					
3	Poise					
4	Conversational Ability					
5	Team Focus					
6	Personal Effectiveness					
7	Delivering Results					
8	People Development					
9	Change & Innovation					



Remarks

Interviewer's Signature

Director of Human Resources

3. Monarch Hotel Interview Assessment Form

Name: _____

Date of Interview: _____

Current Position: _____

Place of Interview: _____

Position Desire: _____

Date Available: _____

Check the appropriate box in each category. Then make additional comments below.

Points	Appearance	Bearing	Expression	Job knowledge	Motivation	Personality
1	Indifferent to attire & grooming, sloppy	No bearing, lacks confidence, slovenly posture	Uncommuni--cative, confused thoughts, poor vocabulary	None as pertains to this position	None apathetic, indifferent, disinterested	Unpleasant
2	Careless attire, poor grooming	Often appears uncertain, poor posture	Poor speaker, hazy thoughts, ideas	Will need considerable training	Double interest in position	Slightly objectionable
3	Functional Attire, neatly groomed	Holds self well, seems confident	Speaks well, expresses ideas adequately	Basic, but will learn on the job	Sincere desire to work	Likeable
4	Well Groomed	Sure of self, reflects confidence	Speaks, thinks clearly with confidence	Well versed in position, little training needed	Strong interest in position, asks questions	pleasing
5	Immaculate attire & grooming	Highly confident inspires others, asserts presence	Exceptional, speaks clearly, concisely with confidence, ideas well thought out	Extremely well versed, able to work without further training	Highly motivated, eager to work, asks many questions	Extremely pleasing, charming individual
total						



Total Points:

Overall	Poor	Marginal	Satisfactory	Very good	Excellent
Impression:	1~15 points	16~18 points	19~21 points	22~25 points	26 ~ 30 points

Core competencies:

Action Oriented/Adaptability/Communication/Customer focus/Teamwork & Interpersonal skills/Time & Task Management

Comments: _____

Recommendation: _____

Interviewer: _____

Date: _____

4. Burj Al Arab

Interview Evaluation

Name of candidate: _____ Date: _____

Position applied for: _____ Interviewer: _____

Rating Scale: 7-Outstanding, 6-Very Good, 5-Good, 4-Satisfactory, 3-Needs Developing, 2-Weak, 1-N/A

Dimension	Rating
Customer Service Orientation The natural desire to help and serve other people. To make the effort to find out what people need and to give to them. This includes customers and colleagues.	
Experience Job knowledge and necessary experience for the position.	
Attitude/Motivation Enthusiasm. Will he/she have a positive affect on colleagues? Self-motivated.	
Appearance Grooming, personal care and attention.	
Team Player Work collaboratively together for the overall benefit of the business. Build good relationships with colleagues.	
Technical Competence Has the necessary skills and technical knowledge for the position. Requires training?	
Communication Skills To relate to guests and colleagues-Up/Down/Across. Confidence. Clarity.	



Continued	
Dimension	Rating
Self Confidence Bearing. Assertiveness. Inspires others.	
Potential Probability of candidate developing over time to broader responsibilities & higher position. Demonstrates self-development & self-awareness.	
Personality Likeable and positive. Outgoing. Friendly.	
Overall Assessment/Comments	

To sum up, a job interviewee has to prepare himself in following aspects:

- ✦ Appearance
- ✦ Oral Communication
- ✦ Personality
- ✦ Competence

Unit 1.1 Appearance

Firstly, the initial impression an interviewee makes upon a potential employer is by no means unimportant. The interviewer's first sight falls on the interviewee's image. Therefore, professionally-neat grooming and suitable attire is his "name card" to the interviewer. The first judgment the interviewer makes is going to be based on how the interviewee looks and what he wears. That's why it's always important to dress professionally for a job interview.

Secondly, the body language suggests the interviewee's internal world. Proper body language is a helper to sell himself but poor body language is frustrating and is absolutely an obstacle to his success. His poise, eye contact and facial expression reflect whether he is interesting, self-confident or qualified.

Unit 1.2 Oral Communication

It is really a challenge to express oneself in a foreign language. However, keep it in mind that a language is a tool of communication. An interviewer will make it clear that you can exchange your own ideas with him in the foreign language without misunderstanding or



abrupt break in the process due to your inappropriate word choice and sentence building or even no words to assist you. Concise and logical statement means a good mastery of the language and clear thinking. So mutual communicating is listed on the top of your priority, which is based on your language skills.

Besides vocabulary and grammar, pronunciation and intonation are factors which influence your oral communication as well. Poor pronunciation and intonation, though not as serious as wrong words and sentences in general terms, will affect the interviewer's judgment negatively. After all, the language of English is one of the items put into his account while an interviewer assesses a non-English native speaker.

In a word, a natural fluent oral language, concise and logical statement and clarified vivid rhythmic voice prove your communicative ability.

Unit 1.3 Personality

The interviewee's personality is another concern of the interviewer, who expects the former's character, temperamental, and mental traits meet the hotel's requirements as an employee.

The traits such as sensitiveness, patience, optimism, outgoing, helpfulness, enthusiasm, confidence, cooperativeness, creativeness are professionally welcome as well as socially pleasing since an employee at a hotel sells his service to his customers. Undoubtedly, this sort of service is characterized by his distinctive quality and behaviors.

Unit 1.4 Competence

Competence is the ability to work. The competence of an employee at a hotel is based on the education he has received and the work experience concerned he has gained. Competence makes it possible to fulfill a particular task at a position. From the education and experience, he obtains necessary knowledge, skills or expertise required for the position he applies for. Therefore, for an interviewer, competence is one of the items in his consideration when he assesses a job applicant.

Questions

- (1) How do you present yourself to the interviewers in terms of appearance, oral communication, personality and competence?
- (2) What are your advantages?

Self-introduction

Chapter 2

Making a self-introduction will be the first requirement in most interviews. When introducing yourself, do not focus too specifically on any one area. The interviewer will often use the information you give to choose what he or she would like to ask next. While it is important to give an overall impression of who you are, make sure to concentrate on work related experience. Work related experience should always be the central focus of any interview (work experience is more important than education in most English speaking countries). An excellent introduction will make a good initial impression on the interviewer, which will benefit you a lot, as the interviewer considers your application.

Following are some of the ways in which you may be asked to introduce yourself.

- (1) Please tell me something about yourself.
- (2) Can you sell yourself in two minutes? Go for it.
- (3) Could you introduce yourself please?



A good self-introduction should be

Well-organized

Unique

Impressive

What to write

A self-introduction should contain four groups of information—family background, education, work experience and personality. However, you do not have to focus equally on every aspect. It is wise to highlight your uniqueness accordingly.

How to write it

There are four steps.

Step 1: assembling basic information

Step 2: adding extended information

Step 3: including further extended information

Step 4: fitting the introduction created from the first 3 steps into a short and organized one which can be read within 1.5 to 2 minutes

(1) The final introduction should not contain too much information about your family members, where you grew up or what food you like etc., unless it is really helpful in demonstrating your positive qualities.

(2) In the final introduction, there is no need to use any advanced vocabulary to impress the interviewer. Using everyday vocabulary will impress the interviewer more as you will appear more natural and confident.

(3) Do not lie to impress the interviewer. He might focus on the lies and ask for more details, leading to confusion and embarrassment, and the interviewer may discover that you are lying. Hotels want honest employees.

Examples

Following are some examples. It would be helpful to comment on each of them from a job interviewer's point of view. In which way do you think they are persuasive?

Samples

1. Short Sentences Bring Forceful Expression

Good morning Sir/Madam. It's really an honor to be here today. My Chinese name is ***, and you can call me Bruce. I named myself after Bruce lee—the famous Chinese Kungfu star. "Never say die." is Bruce lee's motto, and also mine. I'm always cheerful and ready for



the challenges in life.

My major is hotel management. I'm the monitor in my class and a member of the Student Union. These experiences made me a responsible and enthusiastic person.

I'm a huge fan of basketball and a member of the basketball team of our department. I really enjoy the feeling that everyone in the team fight for one goal.

Working in a 4-star hotel gave me the same feeling, and the one-year working experience as a waiter trained me into a flexible and sensitive person.

The hotel industry is highly developed in Dubai, and your hotel is one of the best. It will be a big challenge working in your hotel, and also a wonderful opportunity to improve myself. I will try my best and offer every effort to be a qualified employee.

2. Emphasis on One Character Makes Deep Impression

Good morning Sir. My name is ***, and you could call me George, a freshman majored in hotel management. I'm not the only child in my family, I have a younger sister. When I was a little boy, my father always told me, "You're the brother, so you should take good care of your sister all the time. Remember, you are the man in the family." My father's words always inspire me to take the responsibilities bravely. After I grew up, I tried to seek chances to support my family. I took part-time jobs as a waiter in a local restaurant in my spare time and vocations. It trained me efficient and sensitive to details. After one-year learning in my major, I know better about hotel industry and take it as my long-life career. If I get the opportunity working in your hotel, I'll definitely work hard and never let you down.

More Samples

Sample 1

My name is _____, a 2nd-year student here, majoring in hotel management. I am from Qingdao, Shandong Province. My father runs a small business. My mother is a housewife. I am an only child. I was a good student in high school and my grades were good enough to get accepted at SCTH (Shandong College of Tourism & Hospitality) two years ago. Not only have I been maintaining good academic standing throughout my time at the school, but I also have work experience, having worked as a waitress at a Holiday Inn in Beijing two years ago. Overall, I am a hard working student with a strong desire to learn, and I have confidence and the ability to face challenges.

Sample 2

My name is Wang DanDan. People called me Fanny. I am from a not-so-well-do family