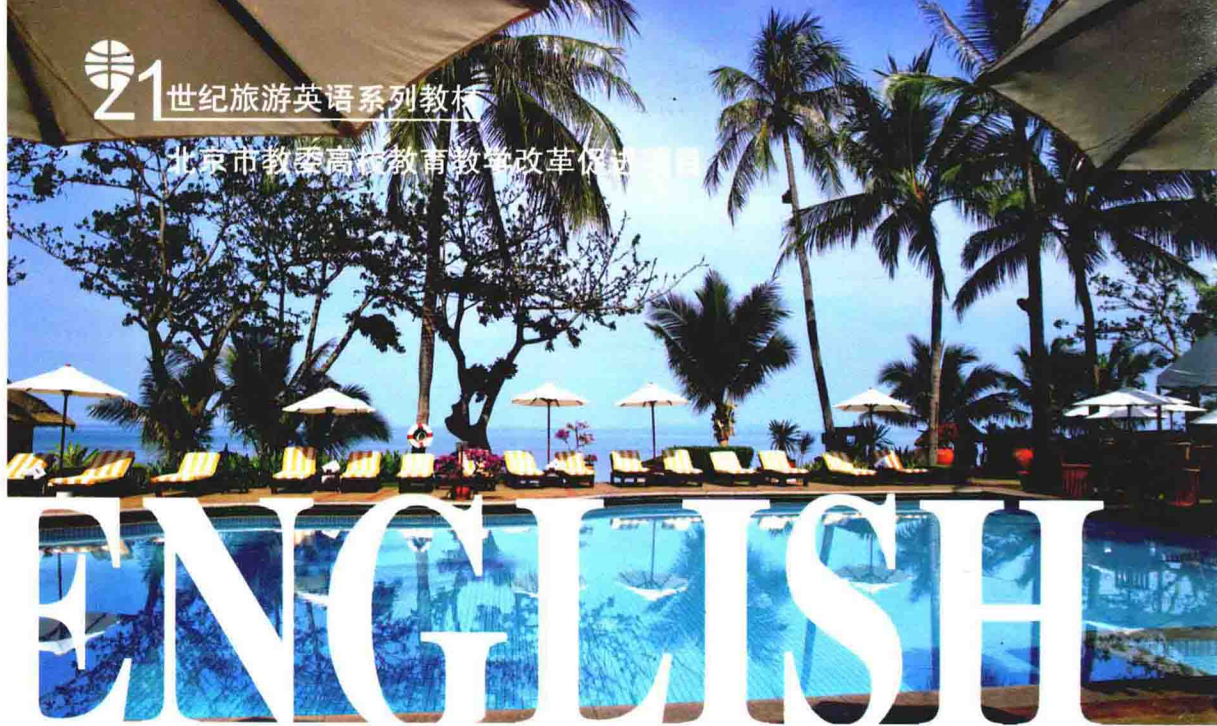




21世纪旅游英语系列教材

北京市教委高等教育教学改革促进项目



酒店情境英语 (下)

王向宁 / 主编

Practical Hotel English & Knowledge



北京大学出版社
PEKING UNIVERSITY PRESS

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The aim of this textbook is to introduce Hotel English and professional knowledge and skills to Chinese readers and students. We are indebted to many sources for the passages and pictures selected for reading. With regard to the issue of copyright, we have made extensive efforts to contact the publishers and authors of these passages and pictures, but for various reasons we have been unable to establish communication in some cases. In these cases we apologize to the publishers and authors in advance and will be happy to make fuller acknowledgement in due course. For any questions concerning copyright and permissions, please contact:

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前言

《酒店情境英语》是北京市教委高校教育教学改革促进项目的成果之一,是面向全国高等院校旅游专业、酒店管理专业、英语专业(旅游、酒店、商务方向)编写的专业英语类教材,同时也可供旅游、酒店行业从业人员作为自学教材和参考书。

本教材明显有别于目前市场上的同类教材。首先,它在内容的选取上颇具特色和创新性,涵盖面客(员工与客人的交流)、面内(内部员工及上、下级的沟通)两个方面。其次,在编排上围绕不同部门的多种实际情境展开,选材上注意典型性和代表性,既强调特点和实用,又详略得当,以期学生可以触类旁通,达到举一反三的学习效果。第三,注重真实和实用性。其中涉及的对话交流部分,无论是面客还是面内,都是作者在实际工作中采录并经过提炼的。第四,版面活泼,提供真实情境图片、常用表格、实用文体等,直观易学。第五,每个单元涉猎广泛,从多元、多角度提供真实的对话交流、岗位及职责、语言训练、专业知识补充等,课文与练习相辅相成,浑然一体。

本教材的作者充分利用了所在酒店管理学院得天独厚的优质资源优势,在编写过程中,既咨询了大批来自国内外酒店业界人员,也听取了学院每年分散在全国各地四、五星级酒店实习学生的反馈,另一方面,大部分作者均有在酒店顶岗工作的经验。

本教材分上、下两册,共31个单元,内容涵盖酒店所有职能部门,既包括直接对客服务的一线部门:前厅部、客房部、餐饮部、康乐部;又包括负责酒店日常管理及安全的二线部门:人力资源部、安保部、销售部、财务部等。从语言运用角度来讲,本书内容既包括酒店员工对客服务日常用语,又包括酒店员工之间的内部交流用语。教材每个单元由以下8个模块构成:1)Lead-in Activity:通过提问制造悬念,引发学生的好奇心和求知欲;2)Job Description:描述相应工作岗位主要职责;3)Conversation:提供对客服务的日常用语、酒店员工内部交流用语;4)Useful Words and Expressions:补充在对话当中无法涉及的酒店常用语;5)Practical Form:列出酒店常用工作表格、单据及简单公文写作;6)Abbreviations and Technical Terms:介绍酒店工作中常用缩略语或者术语;7)Knowledge:提供实用的酒店知识,扩充学生知识面;8)Exercises:与正文内容相互补充,巩固学生的语言技能和专业知识。

本教材在编写过程中承蒙中瑞酒店管理学院实训基地九十余家酒店相关人员的帮助,承蒙瑞士洛桑酒店管理学院咨询顾问 Alexia, Chen Weicheng, Linda 等的指导,承蒙迪拜卓美亚酒店管理学院 John Fong 的帮助,承蒙本院实习学生的协助,承蒙 David Goodsell, Leo (Liu Zhigang), Dan Garst 在语言上的把关,承蒙中瑞酒店管理学院科研管理中心在配套资金上的鼎力支持,在此表示衷心感谢!

本教材由北京第二外国语学院中瑞酒店管理学院教授王向宁担任主编,参与编写人员为胡特赐、魏力、付媛媛、张艳妍、张萍、姚天洋、伍秋子、崔新会。

鉴于时间仓促、编者水平有限,本教材难免有疏漏、不足之处,欢迎广大读者批评指正。

王向宁

2014年5月

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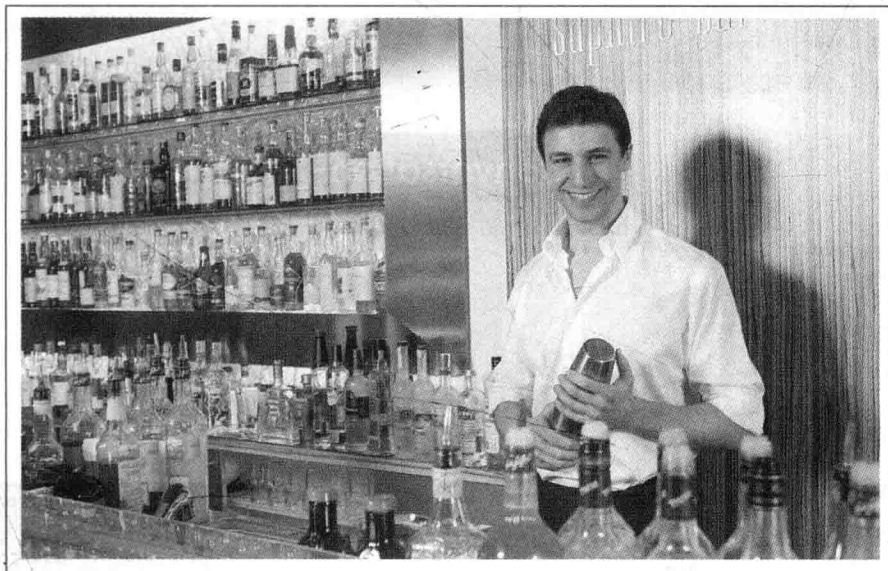
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Unit 17 At the Bar

Lead-in Activity

Look at the pictures and discuss the questions.



- What is a bartender?
- What does a bartender do every day?
- Would you like to be a bartender?



Job Description

►► Bartender

- Clean the bar and make everything in order before opening and after closing;
- Receive guests and recommend drinks;
- Serve drinks;
- Deal with cash.

Conversation

Conversation 1

Ordering Beer at the Bar

(Scene: Alex is serving at the bar. John enters the bar for a drink.)

(A=Alex, Bartender; J=John, Guest)

A: Good evening, sir. What may I offer you?

J: I'd like a drink but I don't know what to order.

A: Beer, cocktail or liquor?

J: What beer do you have?

A: Well, we serve Tiger, Budweiser, Heineken, Sunrise, Carlsberg and San Miguel.

J: Do you have any British beer? Say, Guinness Extra Stout?

A: I'm afraid we don't. How about Sunrise? It's on promotion.

J: Cool. I'll take that.

A: Bottled or draught?

J: Draught, please.

A: Fine. One draught Sunrise beer.

J: Thank you.



New Words

cocktail *n.* 鸡尾酒

liquor *n.* 烈酒

draught *n.* 扎啤

Conversation 2

Recommending Spirits

(Scene: Alex is serving at the bar. Ted is now having beer and asking Alex to recommend some spirits.)

(T=Ted, Guest; A= Alex, Bartender)

T: Well, I'd like to try some spirits.

A: Sure. We serve tequila, brandy, whisky, rum, gin and vodka.

T: Brandy, please.

A: How would you like the brandy, straight or on the rocks?

T: Well, it's cold outside.

A: Then I recommend the vodka swizzle, made up of several liquors and mixed into vermouth.

T: Sounds good.

A: Straight away, sir.

T: (After drinking) Awesome. One more please.

A: Sure.



New Words

spirit *n.* 酒
gin *n.* 杜松子酒
straight *adj.* 不加冰的
swizzle *n.* 甜鸡尾酒
awesome *adj.* 极好的

Conversation 3

Talking about Cocktails

(Scene: Steve is serving among the tables. Eric comes for a drink with his wife Julie.)

(S= Steve, Bar Waiter; E= Eric, Guest; J=Julie, Guest)

S: Good evening. Can I help you?

E: Good evening. I heard it's the Cocktail Night.

S: Yes, sir. We have a visiting bartender here for the whole week.

E: Well, my wife is not really a drinker.

S: We have a bunch of cocktails catering to ladies. They contain a very small portion of alcohol.

J: That's OK. I'll try one.

New Words

bunch *n.* 一些
cater *v.* 迎合
portion *n.* 部分
alcohol *n.* 酒精, 酒

- S: Would you like this Pink Lady Cocktail?
- J: It catches my eyes! What's it made of?
- S: The base is gin and there's lemon juice. The grenadine gives the color.
- J: Then one Pink Lady for me. More grenadine, please. I like sweet drinks.
- S: Pink Lady with extra grenadine. (To Eric) And you, sir?
- E: Singapore Sling, please.
- S: Anything else?
- E: No, thanks.
- S: OK. I'll be right back with those.



grenadine n. 石榴汁



Useful Words and Expressions

mixing glass 调酒杯

fruit squeezer 榨汁机, 水果挤汁器

ice bucket (冰镇酒或饮料的) 冰桶

base 基酒

corkscrew 瓶塞钻, 螺丝开瓶起子

Any more requests? 您还有别的什么需求吗?

Yes, right away. 好的, 马上就好。

Shall I pour you out a glass of champagne? 需要我来给您倒杯香槟吗?

Which may I bring you? 您需要点什么?

Can I offer you another bottle of beer? 再给您来瓶啤酒吗?

Here is the drink list, sir. Please take your time. 先生, 这是我们的酒水单。您慢慢来。

Mao Tai is much stronger than Shaoxing rice wine. 茅台比绍兴黄酒要烈得多。

The base of Old Fashioned cocktail is whiskey. 古典鸡尾酒的基酒是威士忌。

Would you like to have cocktail or whisky on the rocks? 您想来点鸡尾酒还是威士忌加冰?

shaker 调酒壶

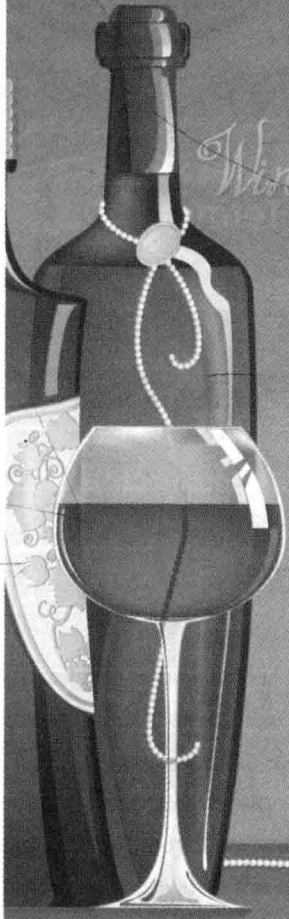
straw 吸管

goblet glass 高脚杯

bottle opener 开瓶器

Practical Form

Beverage Menu 酒水单



Wine List

ACAPULCO GOLD - \$4.00
Tequila, Malibu Rum, Pineapple Juice, Cranberry Juice

APPLE MARTINI - \$5.00
Vodka with Apple Pucker

BLACK RASPBERRY - \$5.00
Raspberry Vodka, Chambord, Cranberry Juice

ELECTRIC - \$4.00
Vodka, Blue Curaco, Sweet & Sour Mix

FRENCH - \$4.00
Vodka, Chambord, Pineapple Juice

HOLLYWOOD - \$4.00
Bacardi Rum, Raspberry Liquor, Pineapple Juice

ORANGE DELICIOUS - \$5.00
Orange Vodka, Grand Marnier, Orange Juice

SHORT ISLAND - \$4.00
Tequila, Gin, Coke, Sweet & Sour Mix

OATMEAL COOKIE - \$5.00
Baileys Irish Cream, Buttershots, Hot Damn

BAILEYS IRISH DREAM - \$5.00
Baileys Irish Cream, Vodka, Chocolate Rim

CHOCOLATE - \$5.00
Vanilla Vodka, Chocolate Liquor, Chocolate Rim

SOUTHERN HOSPITALITY - \$4.00
Southern Comfort, Amaretto, Cranberry, Grenadine

HPNOTIQ BREEZE - \$5.00
Hypnotiq, Malibu Rum, Pineapple Juice, Cranberry Juice

Promotion Poster 促销海报

Daily Special

Monday	\$2.50 Pitchers
Tuesday	\$2.00 Dom. Bottles
Wednesday	\$1.00 Pints
	\$2.00 Wells
Thursday	\$1.50 Puker shots
Friday	\$3.00 Long Islands
Saturday	\$4.00 Captain or Beam



Abbreviations & Technical Terms

Blood Mary 血腥玛丽	Paradise 天堂
Dry Rose 甘冽玫瑰	Blue Hawaii 蓝色夏威夷
Grasshopper 蚱蜢	Margarita 玛格丽塔
Long Island 长岛	Blue Lagoon 蓝礁湖
Old Fashioned 古典鸡尾酒	Vodka Martini 伏特加马天尼
Tequila Sunrise 日出特基拉	Scotch Sour 苏格兰酸
American 阿美利加诺	Black Velvet 黑天鹅绒
Dolce Vita 德思威他	Gin Fizz 金菲士