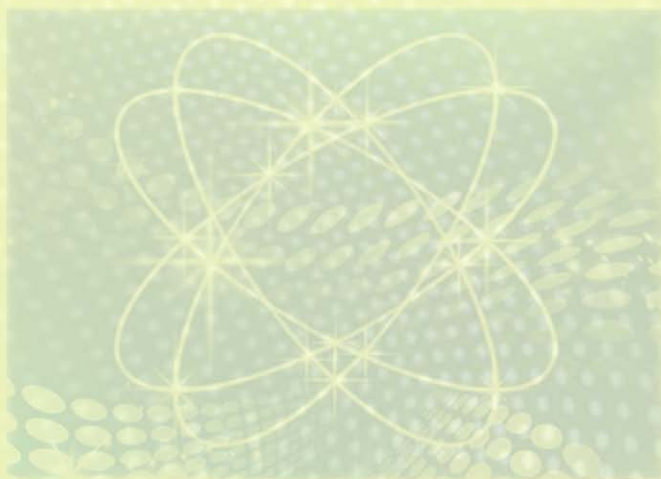


# 实用餐饮英语

李菁 周淑华 主编



江西高校出版社

360 行业英语系列教材

PRACTICAL

ENGLISH

FOR FOOD AND BEVERAGE

# 实用餐饮英语

● 主 编 李 菁 周淑华

副主编 胡辉丽 王明生 章小瑾 傅凌芳

编 者 (按姓氏拼音顺序排列)

傅凌芳 胡辉丽 匡 丽 李 菁

李 婧 楼素英 王明生 吴 琼

吴文凤 许艳萍 章小瑾 赵 璐

周淑华



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# 总 序

根据教育部高等学校高职高专英语类专业教学指导委员会 2010 年 6 月《高等职业教育英语课程教学要求》对各高职院校在课程标准与教学模式方面的最新指导要求:各校应以培养学生职场环境下的语言交际能力为目标设置英语课程,以岗位需求为主线开发和构建教学内容体系,并建议高职英语教学分为两个阶段,即基础英语阶段与行业英语阶段。基础英语阶段的教学内容可与行业英语阶段的教学内容自然衔接,或将行业英语教学参透到教学的全过程。教育部高教司在 2010 年 9 月的《教育部关于推进高等职业教育改革发展的若干意见》(征求意见稿)中明确指出:高等职业院校要以培养生产、建设、管理、服务的第一线专科层次的高素质技能型专门人才为根本任务,主动适应区域经济社会发展需要,坚持以服务为宗旨,以就业为导向,走产、学、研结合发展道路,突出人才培养的针对性、灵活性和开放性,不断提高社会服务能力。

据统计,我国各高职院校所开设的专业大多与全国的行业经济和发展有着密切的联系,专业特色明显。但大多数院校的英语教学还停留在基础英语阶段,即使在开设行业英语课程的院校,也仅是依托了各校的强项专

业而定,并未做到全部专业都开设行业英语课程,导致英语教学与行业衔接得不够深入,人才培养显然与岗位需求有脱离之处。其原因是多方面的,师资缺乏是一方面,但市场上缺乏反映特色行业并适合学生英语水平的行业英语教材是关键的。借鉴 2009 年我们尝试编写的高职高专商务英语系列教材,从教材的策划、体例的确立、内容的收集、编写的重点等,到教材使用的效果、社会的评价(2010 年 12 月获江西省教育厅组织评选的优秀教材一等奖)等经验,为体现行业特色的高职专业编写一个系列的行业英语教材的时机已经成熟。

本系列教材突出岗位需求,针对工作的流程或环节,创新实训内容,强化实训的目的、实训的内容、实训的步骤和实训的效果,旨在真正起到服务专业和强化专业人才水平的作用,在内容和结构方面有以下特点:

1.品种比较“全”。本系列教材涵盖了十多个特色明显的行业,由各专业院校组织校内骨干教师与校外实习基地经验丰富的兼职教师一道,结合行业特点共同打造。

2.理论比较“精”。本系列教材在内容上将需要掌握的知识点进行最大限度地精练,体现了高职教育“必需、够用”的原则。

3.内容比较“新”。本系列教材吸收了各专业对应岗位的典型工作流程和最新案例,兼收并蓄,也给深入探讨研究的求学者一定的拓展空间,以适应不同层次的教学对象使用。

4.情境比较“真”。本系列教材重点设计的综合实训项目,是根据职业教育重点培养操作型、技能型人才的要求,以实用为原则,突出行业实践教

学环节,注重学生动口能力与动手能力的培养相结合,设计了仿真实践情境,搭建了“教、学、做一体”的平台。

本系列教材可以作为高职高专各专业的教科书,也可供从事相关行业工作的其他有关人员参考。

本系列教材凝聚了编委、作者和编辑的集体智慧,整个策划、编写过程中充分体现了精诚合作的精神。大家克服跨地区、跨单位等方面的困难与不便,围绕共同目标,通力合作,相互支持,终于取得了最后的成果。

在此,我谨向所有编委、作者,向江西高校出版社相关工作人员致以诚挚的谢意:感谢大家的辛勤工作!感谢大家的信任与支持!

江 峰  
2013 年 7 月



# Foreword

## 前言

随着经济全球化的不断深化,酒店业进入飞速发展时期,对酒店从业人员提出了更高的要求。除了礼貌、优雅的举止,强烈的责任心和敬业精神外,流利的英语语言表达能力、沟通能力和把握中外文化差异的能力成为酒店从业人员的必备素质。

全教材依据符合职业教育特点的工作体系思想,以工作过程为线索、以项目为载体对酒店英语课程的内容进行了解构和重构。把语言教育和职业教育融为一体,把英语技能的培养和餐饮服务技能培训相结合,突出了高等职业教育的特点。编写内容新、结构科学、语言更实用、更具前瞻性。

本教材在编写过程中进行了充分的行业调研和意见征询,在此基础上,对涉外高级酒店餐饮部的工作过程进行了分析,对各个重要岗位进行了任务分类,确定了各岗位人员应具备的职业能力,以确保通过各岗位细化的任务训练,使学生具备用英语与客人沟通交流的能力、各岗位服务的实际操作能力、与其他部门协调沟通的能力以及处理各种投诉、解决突发事件的应变能力。全书共分8个项目,每个项目包含了若干听、说任务,创设了真实的交流场景,体现了“教、学、做”一体化的教学理念。学生通过主动参与各种课堂活动,运用掌握的知识和技能,达到学以致用目的。书中还收集了酒店餐饮部常用的表格,汇集了丰富的专业词汇和常用的服务用语,并采用中、英文对照的形式,便于读者学习、查找。

本教材由江西旅游商贸职业学院李菁和周淑华担任主编,由胡辉丽、王明生、章小瑾和江西青年职业学院的傅凌芳担任副主编。参编人员还有赵璐、李婧、付凌芳、匡丽和吴琼。周淑华负责教材内容的设计、全书统稿和项目一的编写工作。李菁负责结构编排的设计、附录的收集和整理以及项目二的编写工作。项目三、四、五由赵璐和李婧编写;项目六由匡丽编写;项目七由傅凌芳编写;项目八由吴琼编写。主编和编者多次到上海盛高假日酒店、江西饭店、江西前湖迎宾馆进行调研,编者队伍中还特聘了上海盛高假日酒店人力资源部副总监许艳萍、原江西饭店人力资源部经理、现任银星大厦副总经理楼素英和江西饭店客房部经理吴文凤参与教材的指导和编写。他们在本教材的编写中提出了大量宝贵意见。

本教材可作为高等职业院校、高等专科院校、成人高等院校酒店管理专业、旅游管理专业学生用书,也可作为酒店、餐饮业员工培训用书以及对酒店英语感兴趣的社会人员自学用书。由于编者水平有限,书中难免存在不当之处,恳请专家和读者不吝赐教。

编 者

2013 年 11 月

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# Project 0 ne

## Reservation



### Lead-in 【项目导入】

Reservation is new widely adopted as a promotion method, and meanwhile reservation makes it possible for hotels to be well prepared for guest requirements when coming to human resource, finance and carried goods.

Since most people make reservations before their stay, Reservation Department usually becomes hotel guests' first contact with the hotel. Efficient and high-quality reservation service will create guest satisfaction and bring hotel profitability in return. Therefore, reservation is very important. People can reserve tables in a number of ways, by telephone, mail, fax, or the Internet.

Pre-speaking: According to the pictures below, try as many words as you can and see if you can tell a short story.





## Project Description 【项目描述】

### Food and Beverage Department



The Food and Beverage department( 餐饮部) is responsible for all of the dining rooms, restaurants, bars, the galley ( kitchen) , cleaning up ( utilities) and so on. This could range ( 范围) from seating guests to providing a clean environment.

Food and Beverage department is a diverse( 多种多样的) team made up of Supervisors, Line Cooks, Servers, Bartenders, and Hostesses.

Related Duties and Responsibilities ( 职责) of Food and Beverage Department:

- Promotes positive customer relations by providing prompt( 迅速的) , courteous ( 彬彬有礼的) and efficient service to all patrons and guests
- Presents menu, answers questions and makes suggestions regarding( 关于) food and specialties( 特色菜)
- Prepares food items according to menu specifications
- Ensures readiness of all meals for servers with high attention to details

- Serves all guests and patrons according to established (已订的) standards of quality
- Observes guests to respond to any additional requests and to determine when meal has been completed
- Accepts payment from guests and patrons, or refers them to a cashier
- Ladles( 舀) soup, brews ( 调制) coffee, and performs other services necessary for day to day operations
- Clears and resets tables at conclusion of each course
- Cleans and maintains all dishes, glasses/mugs ( 杯子), cutlery( 餐具) and cooking equipment for the Restaurant, Lounge and Banquet
- Adheres to organization's policies and procedures, in addition to MB liquor laws
- Performs other duties as deemed necessary

## Reservation



Reservation is an indispensable part in hotel services, which makes you select your desired food, facilities, seats, price, etc. Basic ways of making reservations are face-to-face reservation, telephone reservation, fax reservation, mail reservation and internet reservation.