

新理念

中职职业英语系列教材

# 宾馆英语

教师用书  
TEACHER'S BOOK

Birgit Herrmann

编译 郑峻



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Autorin:

Birgit Herrmann

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**适用对象及  
教学目标**

《宾馆英语》适用于中职学校餐饮及宾馆管理类专业的学生，旨在培养学生的专业英语能力。学习者学习完本册书后，可以达到欧洲CEF标准的A2水平等级。

随着全球化的发展，外语能力——尤其是英语能力显得举足轻重。与餐饮及宾馆管理相关的英语运用可以具体表现在：处理预订事宜的英语电子邮件；在电话中用英语接受预订及咨询；用英语跟酒店或餐厅的顾客交流，尤其是介绍当地的特色菜肴。

英语能力能创造并增加在国内外就业市场上的劳动及晋升机会，而拥有国外工作经验无论是对个人的职业前景还是发展来说，都将是一张王牌。《宾馆英语》必能助你一臂之力。

**内容**

《宾馆英语》借助日常生活中的内容，为学生掌握专业英语技能提供了一条便利的通道。练习中精心挑选的场景既能反映该职业的真实情况，同时又能提高学生的能动性。

本册先用英语介绍了餐饮行业的基本情况，比如从事这一行的人群，他们进行的活动以及现有的工作环境和陈设物品等。接着，又重点介绍了菜肴和饮料，比如不同的膳食、配料和烹调方式等。除了介绍基本的职业英语用法外，服务人员与客人之间进行的典型对话被要求反复操练，尤其是保留座位、预订房间和支付等场景。本册最后一个单元介绍了餐饮业中一个特别的环节——食物原材料的供应。

**结构**

《宾馆英语》共20个单元，每单元对应一个主题。为方便查找，每单元均设计为一个双页。另外，各单元还设计了不同类型的练习，能够同时提高学生听、说、读、写的能力。

本书使用了大量照片和插图，以帮助学生进入各单元的主题，并使他们通过视觉感受加深对词汇的理解。书后列出的单词表方便学生对专业词汇进行查找和操练。



开放式练习以及相关的课文练习和语言操练要求学生积极配合，这样才能提高学习效果。

语法结构不单独列出，而是出现在课文或交际练习中。

MP3录音含有课文朗读和听力练习。

课堂指导/教师用书的内容包含各单元的教学内容、参考答案、范例和听力原文等。另外，该书还配有与该行业相关的补充材料。两套试卷可以用来复习及巩固所学内容。



## Unit 1 Greetings

---

餐饮业从业人员与客人进行的日常对话，比如餐厅电话订座以及酒店前台问讯等，包括登记入住和其他简单对话。

**Exercise 1a** Name of guest: Gary Watkins  
Date: 15 April  
Time: 8 o'clock  
Number of persons: Two  
Smoker/Non-smoker: Non-smoker

**Exercise 1b**

1. How can I help you?
2. Good evening.
3. Could you spell your surname/family name, please?
4. We have nothing free at 7 (o'clock).
5. Would 8 o'clock be OK?
6. We look forward to seeing you on Friday.

**Exercise 2** The guest says: 2/3/6/8  
The receptionist says: 1/4/5/7/9/10

**Exercise 3**

1. ready for a holiday
2. departure
3. stay
4. food
5. reserve
6. view
7. receipt
8. key card
9. passport
10. chambermaid

**Exercise 4** (开放式练习)



# Unit 2    The hotel workers

酒店服务业中的不同职业，能反映这些职业特点的常用语；向餐厅投诉的情景。

## Exercise 1    T1\* Transcript

Claire is introducing a new member of staff to her team:

Good evening. My name is Claire Wright. I'm the manager and I would like to introduce you to the people who work here at the Aachen hotel. First of all, Linda, our receptionist:

Hello, my name's Linda and I work here on reception with my colleague Jim. I'm responsible for handling all the reservations. Most reservations come via our website or by e-mail.

Hello, I'm Jim. I'm the porter. I handle the suitcases and get taxis for guests.

Good evening, I'm Julia and I work in the kitchen as a sous-chef. I make all the soups and hot starters. My boss, Alfonso, who is the head chef, writes the menu and prepares all the main courses. These are normally meat or fish dishes.

Hello, I'm Robert and I also work in the kitchen. I bake all the bread and cakes for our guests. Oh, here's Mary! Mary, would you like to say hello?

Hello, I'm Mary, the housekeeper. Our guests sometimes want laundry or dry cleaning services, so I help them and take their orders.

**1 B, 2 A, 3 D, 4 C, 5 F, 6 E**

## Exercise 2a    (开放式练习/答案示例)

ICE CUBES: barkeeper/barman/...

POTS: cook/head chef/chef/sous chef/...

NOTEPAD: receptionist/secretary/...

STAFF MEETINGS: manager/manageress/hotel director/...

LAUNDRY: housekeeper/chambermaid/...

BILLS: cashier/manager/receptionist/...

CASES: porter/page/...

- Exercise 2b**
1. bills/receipts/invoices
  2. ice cubes
  3. desk diary/reservation book
  4. laundry/towels
  5. (suit)cases
  6. pots/pans

- Exercise 3**
- |                    |                |
|--------------------|----------------|
| 1. waiter/waitress | 3. housekeeper |
| 2. receptionist    | 4. pastry chef |

\* T = track



- |                           |                            |
|---------------------------|----------------------------|
| <b>5.</b> receptionist    | <b>8.</b> hotel manager    |
| <b>6.</b> porter          | <b>9.</b> porter/doorman   |
| <b>7.</b> waiter/waitress | <b>10.</b> waiter/waitress |

**Exercise 4a** (开放式练习/答案示例)

**Soup:** salty, cold  
**Steak:** tough, overdone, underdone  
**Wine:** corked, too dry, too sweet  
**Knife:** missing, blunt, dirty, greasy  
**Glass:** missing, dirty, greasy, chipped

**Exercise 4b** (开放式练习)

## Unit 3 Hotel facilities

酒店设施及服务，包括不同的房间类型、酒店设施的具体特征、酒店提供的服务等；酒店为召开大会和专业会议所提供的场所。

**Exercise 1** 1 C, 2 E, 3 D, 4 A, 5 B

**Exercise 2 T2 Transcript**

I'm a businessman and I need to be able to see my business partners' body language when I'm speaking to them, even when we're in different countries.

My wife and I are bringing our two young daughters with us but we would also like to go to the theatre one evening. Can you help us?

I'm here on business. I don't need a parking space though because I don't have my car with me. But in the evenings I often need to go into Vienna city centre and I like to go in comfort by car.

I'm in charge of a school trip. We normally like to play games in the evening. What can you offer us?

I'm here with my husband. Our babies are only 3 months old and need special facilities.

I'm in a wheelchair. How does this hotel cater for disabled people?

I'm organizing an excursion with a football team. My team members are always hungry or thirsty.

(开放式练习/答案示例)

**A** 6, **B** 1, **C** 2, **D** 3, **E** 7, **F** 5, **G** 4, **H** 2/3/4/6, **I** 1/3/5

**Exercise 3 T3 Transcript**

Good morning, Hotel Amsterdam. Sabine Drews speaking, how can I help you?



Good morning, my name is Sarah Faulkner from High Tech Towers in Manchester. I'm organizing a business conference in Graz and would like to see if your hotel has enough facilities.

Sure, we often accommodate conferences here. What do you think you will need?

Well, first of all, we would arrive on the 24th of May for three nights. We'd like 8 single rooms, all with Internet access.

Yes, fine, that's no problem.

We'd also need a spacious conference room for the 8 people with Internet access and a computer projector. Also, can you provide lunch at 1 o'clock and coffee and biscuits at 3.30? Oh, and tea at 11 o'clock?

Yes, that's all no problem.

Oh, good. This sounds promising. Could we have a constant supply of mineral water and orange juice all day in the conference room?

Yes, certainly.

We would also like to have a buffet reception when we arrive at lunchtime on the 24th of May.

Oh, sorry, but that could be a problem because we don't have any buffet facilities. How about sandwiches served in the conference room?

Yes, that would be fine. Oh, one more thing. Could all the bedrooms be non-smoking rooms?

I'm afraid we can only provide 6 non-smoking rooms that are all together along one corridor.

That's a pity. Well, anyway, if you could e-mail us your offer over the next couple of days, we'll be in touch again soon.

Certainly, that's no problem. Thanks for calling. Bye.

Bye.

The hotel can provide:

1. Eight single rooms with Internet access for three nights.
2. A conference room with Internet access and a computer projector.
3. Lunch at one o'clock.
4. Coffee and biscuits at 3.30.
5. Tea at 11.00.
6. A constant supply of mineral water and orange juice all day in the conference room.



7. Sandwiches on May 24.

The hotel can't provide:

1. A buffet reception on May 24.
2. 8 non-smoking rooms.

- Exercise 4**
1. pillow
  2. soap
  3. bottle opener
  4. corkscrew
  5. towel
  6. toilet roll
  7. ashtray
  8. glass

**Exercise 5** 1 F, 2 I, 3 A, 4 H, 5 B, 6 J, 7 D, 8 E, 9 G, 10 C

## Unit 4 Hotel reservations

---

酒店房间预留确认函的正确写法；打电话传达预订信息。

- Exercise 1**
1. expected
  2. booking
  3. chose
  4. confirm
  5. guarantee
  6. journey
  7. regards

**Exercise 2** 1 E, 2 A, 3 F, 4 B, 5 D, 6 G, 7 C

**Exercise 3 T4 Transcript**

Hello, my name is Tom Jenkins. I would like to reserve a double room for my wife and myself. We are arriving in Graz at 6.00 p.m. on the fourteenth of June and we are staying until the eighteenth. Could you also reserve a table for dinner at 7.30 p.m. on the fourteenth, please? And then could you confirm my reservation by phone, please? My mobile number is 0170 366 581. Thank you. Bye.

1 C, 2 G, 3 F, 4 E, 5 A, 6 B, 7 D

**Exercise 4** (开放式练习)



## Unit 5 Confirmations

确认预订事宜，如酒店通过电子邮件发送房间预订确认函，以及处理电话预订和相关问询等。

- Exercise 1**
1. delighted
  2. package
  3. repeat
  4. non-smoking
  5. including
  6. served
  7. banquet
  8. meals
  9. discount

- Exercise 2**    **Guest:** 3/5/7  
                  **Receptionist:** 1/2/4/6/8

- Exercise 3**    **1 E, 2 F, 3 D, 4 I, 5 A, 6 H, 7 B, 8 J, 9 G, 10 C**

- Exercise 4**    (开放式练习)

## Unit 6 Dealing with complaints

如何正确应对发生在酒店及餐厅内的各类投诉事件。

- Exercise 1**    **1 B, 2 J, 3 G, 4 E, 5 C, 6 D, 7 H, 8 I, 9 A, 10 F**

- Exercise 2**
1. I'm sorry.
  2. I'll have some sent up immediately.
  3. I'll speak/talk to ...
  4. Please accept my apologies.
  5. I'll call them immediately.
  6. I'll change it at once.
  7. I'll have it warmed up for you.

- Exercise 3**
1. wake up call
  2. air conditioning
  3. tidied up
  4. bill
  5. stuck

- Exercise 4**    (开放式练习)



## Unit 7 Ordering and asking for things

---

餐厅点餐的情景，客人点餐时侍应生应该使用的礼貌用语，如何描述当地的特色菜肴。

- Exercise 1**
1. How can I help you?
  2. Can I have ... ?
  3. ... here you are.
  4. Certainly ... .
  5. I'd like ... .
  6. I'm afraid ... .
  7. What about ... ?
  8. ... keen on ... .
  9. I'll have ... .
  10. I'd prefer ... .

**Exercise 2** (开放式练习)

**Exercise 3** A 1, B 3, C 2, D 3, E 3

- Exercise 4a**
1. Well, it's rather like cabbage, but pickled in brine.
  2. They are similar to potato dumplings.
  3. They are like small, spicy sausages.
  4. It's a kind of stew.
  5. It tastes a bit like cider.

**Exercise 4b** (开放式练习)

## Unit 8 Breakfast

---

典型的英国式早餐，与典型的维也纳式早餐进行比较，练习与早餐有关的词汇。

**Exercise 1** (开放式练习)

**Exercise 2** (开放式练习/答案示例)  
(glass of) orange juice, (cup of) coffee, bacon, (fried) eggs, (piece of) toast, coffee spoon, knife, fork, saucer, plate, salt and pepper set

- Exercise 3** (答案示例)
1. wholemeal bread (English/Viennese)
  2. grilled tomato (English)
  3. black pudding (English)
  4. Danish pastries (English/Viennese)
  5. Scottish kippers (English)
  6. baked beans (English)
  7. cold cuts (Viennese)



8. strawberry jam (English/Viennese)

9. crispy rolls (English/Viennese)

**Exercise 4** Across: spoons, cutlery, glasses, fork, ashtray, cup, tablecloth, plate, pepper  
Down: knife, saucer, salt, sugar, serviette

## Unit 9 Lunchtime

午餐点餐时的常见对话，不同类型的午餐供应，用英语翻译餐厅里的中文招牌。

**Exercise 1** Guest: A/D/H/I  
Walter: B/C/E/F/G/J

**Exercise 2** 1 F, 2 D, 3 E, 4 A, 5 G, 6 B, 7 C

A vegetarian would choose The Blacksmiths Arms. A non-smoker would choose the Coach & Eight.

**Exercise 3** 1 C, 2 D, 3 A, 4 E, 5 B

**Exercise 4** 1. A table for two?/Would you like a table for two?  
2. Did you enjoy your meal?  
3. Are you ready to order?  
4. Would you like a starter?  
5. Would you like anything else?

## Unit 10 British tea tradition

英国人的饮茶习俗，选茶和烧茶的正确方法，练习与饮茶和喝咖啡有关的对话。

**Exercise 1** (答案示例)  
1. Fruit tea is more popular in Austria.  
2. Because tea came from their colonies and it was cheap and easy to make.  
3. Tea first came from China.  
4. Because it's a chance to relax and talk to people.

**Exercise 2a** 1. black  
2. condensed/evaporated  
3. fresh  
4. boiling

**Exercise 2b** 1. boiling  
2. condensed/evaporated  
3. black



### Exercise 3 T5 Transcript

Number 1:

Can I help you, sir?

– Yes, I'm afraid this coffee is rather weak.

Oh, sorry about that, sir. I'll get you a new pot.

Number 2:

Excuse me, waiter!

– Yes, can I help you?

I'm missing a coffee spoon.

– I'll get you one straight away.

Number 3:

Hello, waiter!

– Yes, madam?

This milk is sour.

– Oh yes, so it is! I'm very sorry, I'll get you some fresh milk.

Number 4:

Waiter!

– Yes, can I help you?

I hope so. I don't understand this on the menu. What is "Kräutertee?"

– Ah, Kräutertee. That's herbal tea.

Oh, thanks.

Number 5:

Hello, Miss!

– Yes, madam?

This tea is too bitter.

– Oh, I'll bring you a fresh pot.

Number 6:

Waiter!

– Is something wrong?

This coffee is nearly cold.

– Sorry, sir. I'll bring you some fresh, hot coffee at once.

Oh, thanks.

1. weak

2. missing

3. sour

4. herbal

5. bitter

6. cold

**Exercise 4** 1. Would you like (some) sugar ...?

2. Would you like some cake ...?

3. Have you tried ...?

4. Do you like ...?

5. Is our/German/Austrian coffee ...?