



“十二五”职业教育国家规划教材
经全国职业教育教材审定委员会审定

新核心 高职行业英语

ENGLISH FOR HOTEL OPERATIONS

总主编 丁国声

饭店英语

视听说
学生用书

主 编 许雪敏 邢 怡

副主编 方春香 张建英 孙顺平



上海交通大学出版社
SHANGHAI JIAO TONG UNIVERSITY PRESS

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内容提要

全书共 16 课,内容包括:预订员、入住接待员、门童、礼宾员、楼层客房服务员、客房保洁员、洗衣工人、工程维修、客房送餐、餐厅服务生、酒吧服务员、斟酒服务员、安保、商务中心、夜审员、退房结算 16 个饭店核心岗位职业英语用语。针对学生学英语开口难的问题,设计有对话练习,模拟情景会话场景,与配套的教学课件中相应的语音教材结合,融阅读、听力、口语会话于一体,强调岗位英语口语技巧训练,使学习内容更加贴近实际应用,提升学生自主进行听力与口语训练的条件,提高学习效率、保证教学质量。

本书由学生用书、学习课件(附有光盘一张)及教师用书组成,适合旅游英语专业、饭店管理专业教学使用,也可作为涉外饭店员工培训教材。向任教老师免费提供教学用书(教师用书)。联系电话:15000176329

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前 言

上海交通大学“二十一世纪通用教材编委会”旅游类英语教材编写工作早在千禧之年已经拉开了序幕,当时各大出版社在行业英语教材编写方面投入的力量很少,许多出版社几乎还没有认识到这个市场需求的存在。然而在短短的十年时间里,中国旅游业正像我们当初预测的那样得到了蓬勃的发展。如今它不仅是中国经济的支柱产业之一,而且还被列入国家经济发展纲要。旅游业的行业地位日渐提高,同时行业的发展对人才提出了更新更高的要求。旅游行业各类岗位亟需既精通业务,又谙熟英语的各级服务与管理人才。

随着国家教委对职业教育投入的不断加大,行业岗位实用型人才培养越来越显得重要了。在旅游专业教学体系中,各类旅游岗位英语的教学越来越具有举足轻重的地位。在“二十一世纪通用教材编委会”及上海交通大学出版社的精心组织下,全国多所大专、高职学院的学者、教师通力合作,重新策划并编写了这套《旅游英语系列教材》。

这套《旅游英语系列教材》的目标读者是:旅游专业各方向的学生、旅游管理或饭店管理大专自学考试学员、旅游中专、中职的英语教师以及各类旅游企业的各级管理人员。

旅游英语系列教材遵循专门化用途英语(ESP)的教学规律,紧密结合旅游服务、旅游管理的实际,凸显旅游高职教育的特点,抓住国际旅游业的发展趋势及旅游教育的最新理念,力争在覆盖旅游业务分支行业的基础上,用英语讲授旅游管理的沿革、基本理论、最新理念、各种管理功能与职能并把管理知识的输入与英语技能的养成结合起来,把旅游服务英语与旅游管理英语磨合起来。目前已出的教材有《旅游英语视听说教程》和《烹饪英语视听说》。这套教材的总体特点是它的高层次性、系统性、应用性。所谓“高层次性”,是指高校旅游英语教学属于高等教育,因而有别于中专中职的英语教学。它在后者的基础上,加深、拓宽专业英语的教学思路,从单纯进行操作型服务英语的教学进入复合型英语的教学。“高层次性”的另一个含义就是这套系列教材起点较高,采用当代国际旅游业的最新观念、创新理念,有相当的前瞻性;所谓“系统性”,是指这套系列教材是个有机整体,以《旅游管理综合英语》为前导,全方位、多角度地涵盖旅游业的各主要分支行业。本套各种教材互相配合、相辅相成,既有共同目标,又有自身特色。此外,在编写原则、编写

体例、编写方法上也博采众长,将各种行之有效的英语教学流派、教学方式整合于一体,力争内容新而全、形式多而活;所谓的“应用性”或“职业性”是指这套《旅游英语系列教材》决非是纯粹的理论性知识的介绍,而是增加了适当的实践性练习以及与行业结合紧密的职业技能训练。

本书从视、听、说三方面来强化学生对饭店核心岗位知识与技能的了解和认识。参照《饭店管理英语》的部分内容,增加了切合岗位技能训练方面的章节。其特点表现在三个方面:一、本教材章节的名称完全按照饭店核心岗位名称设置布局;二、本教材更加强调岗位口语技能的训练,在听力部分增加了一个对话练习;三、口语练习部分不仅补充大量的岗位技能要求与人员素质方面的资料,而且还设计了许多情景会话场景,给学员提供了更多有针对性地进行口语训练的机会。

全书共有16课,每课含A、B、C三部分内容。PART A为视,包含三种练习形式。练习一为专业术语及解释,练习二为段落大意领会,练习三为段落阅读理解。该部分旨在从视觉方面对信息进行强化记忆。PART B为听力训练,包含四种练习形式。练习一为多项选择,练习二为填空,练习三为判断正误。PART C为口语,包含三到四种练习形式。部分章节还提供了视频语料。练习一、二、三要求学生用口头形式对前面两部分所读和所听到的专业信息进行理解和表达。练习四为案例分析练习。课文所选用的资料绝大部分为近几年国外出版的专业书籍及海外知名大学的新刊论文,起点较高,内容较新,有许多旅游领域最新动态方面的素材。练习的编排突出口头交际能力的训练,鼓励学生进行课堂讨论、小品表演以及口头作文。《饭店英语视听说》教材配有学习课件(光盘),教师可根据教学重点的需要和学校教学设备的配备情况选择使用。

《饭店英语视听说》主编为许雪敏(上海大学)、邢怡(上海旅游高等专科学校),副主编为方春香(上海行健职业学院)、张建英(嘉兴商业职业技术学院)和孙顺平(安徽机电职业技术学院)。参加编写的人员具体分工为:许雪敏负责组稿、统稿以及第一、第二和第三单元的编写工作;邢怡负责制定大纲、设计编写体例以及第四、第五单元的编写工作;方春香负责第六、第七和第八单元的编写工作;张建英负责第九、第十和第十一单元的编写工作;孙顺平负责第十二、第十三和第十四单元的编写工作;师炜负责第十五单元的编写工作;汪莹负责第十六单元的编写工作。在本书编写过程中,受到同业同行朋友们的热诚支持,在此一并致谢。

编写高职高专旅游英语系列教材,这在我国还是初级阶段的尝试。管窥蠡测、错讹在所难免,抛砖引玉,切望读者指正。

编者

2014年6月

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Unit 1

Reservationists

perform [pə'fɔ:m]	v. 履行, 执行	The surgeon has performed the operation. 外科医生已经做完了手术。
bilingual [bi'liŋgwəl]	adj. 能说两种语言的	He is bilingual in French and Spanish. 他懂法语和西班牙语两种语言。
accommodation [ə'kɒmə'deɪʃən]	n. 住宿	The living accommodation was circular huts with walls made of dried mud. 住处是圆形茅屋, 墙是用干泥砌的。
authorization [ɔθəraɪ'zeɪʃən]	n. 认可; 核准; 授权	May I see your authorization for this? 我可以看看你做这件事的授权书吗?
guarantee [gə'ren'ti]	v. 保证	We guarantee prompt delivery of goods. 我们保证准时交货。
confirmation [kən'fɜ'meɪʃən]	n. 认可, 确认	Your news was really confirmation for my beliefs. 你带来的消息证实了我的信念。
procedure [prə'si:dʒə]	n. 程序; 手续	There is a set procedure for making formal complaints. 正式提出投诉是有一套规定程序的。

PART A SEEING

Drill 1 Technical Terms

Direction: In this part, you will see some terms with definition on the screen. Read these terms carefully and then write down the definition for each term in the space provided.

1. Reservation department

2. Desk clerk

3. Payment

4. Extension of stay

5. Modifications

Drill 2

Direction: In this part, you will see a passage on the screen. Read it carefully and write down the main idea of each paragraph in the space provided.

Types of Reservations

1. _____
2. _____
3. _____
4. _____

Drill 3

Direction: In this part, you will see a passage on the screen. Read it carefully and choose the best answer for the questions given.

The Reservation Department

1. Whatever the methods of processing reservation, their ultimate purpose is _____.
A. to define reservation B. to cater to guests
C. to raise occupancy rate D. None of the above
2. A registered guest, who is leaving for another city next day, should reserve the room for the night there through _____.
A. toll free lines B. mail-postcard request
C. telex D. property-to-property reservation
3. A client in the region can arrange for hotel accommodation by means of _____.
A. intersell agencies B. calling hotel representatives
C. direct telephone D. toll free telephone
4. An overseas guest usually reserve a room by using _____.
A. telex B. direct call
C. property-to-property reservations D. toll free call

PART B LISTENING

Drill 1

Direction: In this part, you will hear a passage. It will be read twice. Listen carefully and fill in the brackets with what you hear.

Appearance Guidelines

A hotel reservations agent is an _____ integral part of hotel operations. Guests receive their first impression of the _____ at the time of reservation. Therefore, reservations agents must be courteous, knowledgeable and informative.

Uniforms are _____ at upscale establishments (高档酒店) and most other properties. Outfits may be supplied and cleaned by the hotel itself, or agents may be required to purchase and tend to their own uniforms. In addition to asking employees to _____, most properties enforce strict appearance requirements. Visible tattoos, extreme hairstyles and excessive jewelry are usually prohibited unless they are part of a hotel's _____. These rules ensure that agents appear friendly and approachable to even the most conservative of guests.

Drill 2

Direction: In this part, you will hear a passage. It will be read twice. Listen carefully and fill in the blanks with the information you hear.

Reservations Manager

1. The recruiting hotel is located in _____.
2. The hotel is recruiting a _____.
3. The candidate should be confident to interact with _____.

4. The ideal candidate should be _____ to deal with people at all levels.
5. Only those who live within _____ to Central London.

Drill 3

Direction: In this part, you will hear a dialogue. It will be read twice. Listen carefully and write down your answers in the space provided.

Dealing with a Reservation Mix-up

(A clerk [A] is now receiving a lady [B] at the reservation desk. 一位预订部员工正在预订处接待一位女士。)

1. What kind of room did the lady book?

2. How long will they stay?

3. Where did the lady make the reservation?

4. Why can't the lady have a room in the hotel?

5. Where will the lady and her daughter stay?

PART C ORAL PRACTICES

Drill 1

Direction: The following is a hotel ad. Work in pairs and sum up the qualifications required.

Hotel Reservation Agents

JOB REQUIREMENTS:

- Basic experience with Microsoft Office;