



普通高等教育“十一五”国家级规划教材
新标准高职高专公共英语系列教材
VOCATIONAL COLLEGE ENGLISH

酒店英语

行业英语系列

HOTEL MATTERS

作者 Steve Williams
改编 吴云

学生用书
STUDENT'S BOOK





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高等职业教育贯彻以服务为宗旨、以就业为导向的办学方针，培养的人才需最大限度地符合未来职业的要求。高职高专公共英语教学必须明确这一定位，为高职人才培养的总目标服务。高职高专公共英语教学改革也应该尝试能够体现这一教学改革目标的探索与实践，以职业岗位要求为依据，开展有针对性的教育，以强化高职高专公共英语教学的实用性、职业性特征。正在研讨的《高等职业教育英语课程教学要求》已体现了这一改革思路，将行业英语的教学纳入了高职高专公共英语教学的内容。然而高职高专公共英语教学应如何与行业相结合，这仍是一个值得我们思考和探讨的问题。“新标准高职高专公共英语系列教材·行业英语系列”不仅为这个问题给出了一个科学、合理的解决方案，也为行业英语教材的建设提供了一个优秀的范本。

细致是该系列教材最难能可贵之处。无论是对所涉及行业中需要使用英语进行工作的情景以及各种情景下常用的句型、词汇、专业术语，还是对国际交往中最容易引发沟通障碍的文化差异以及由于缺乏了解可能引起的商务礼仪失误，该系列教材都作了细致入微的介绍与分析。这使教材在选材、学习量及活动的设计上都极具科学性和针对性，既不是闭门造车，也不是眉毛胡子一把抓。同样的细致也体现在其内容的编排上。举个例子，我们很多教材中的口语练习往往失于空泛，学生无话可说，或有话说不出，而该系列教材中的口语练习场景真实、要求具体、引导详细、循循善诱，很容易激发学生想说英语的欲望。此外，该系列教材很注重语言的循环呈现，同样的句型、词汇和交际功能往往能在不同形式的练习中得到反复操练、不断深化，这将大大提高学习的有效性。每单元的各板块不是生硬的堆砌，而是既相互独立又前后连贯。对于行业英语教材来说，板块之间的这种独立性给教学留下了选择的空间，而这种连贯性则非常有助于引导学生进入教材设定的行业角色。该系列教材图文并茂，设计堪称精致，但真正的精致还在于其细致、认真、科学、严谨的内容编排。

实用是这套教材最突出的特点。书中选取的素材完全是来自真实工作场景下的真实语言材料，包括电话交谈、面谈、公司对外宣传资料、公司对内工作文书等职场内容，几乎涵盖了从业者日常工作的方方面面。书中还设计了大量模拟真实工作任务的练习，努力让学生进入从业者的角色，训练用英语处理业务的能力。这些真实的语言材料和训练把实际工作场景带入了课堂，学生学到的就是他们在未来工作中要面对的，使学以致用原则真正落到了实处。

高职高专英语教育强调以实用为主，以培养职业能力为目标，这就需要我们的教学反映学生未来实际工作的需要，提高学生的就业能力。该系列教材以细致的行业需求分析为基础，以科学严谨的内容编排为特点，着力培养学生用英语进行工作的能力，融“教、学、做”为一体，充分体现了高职高专英语教学改革的方向。相信它的出版不仅会使广大英语学习者受益，也将为探索我国高职高专英语教育如何加强职业能力的培养拓展思路。

刘黛琳 教授
教育部高等学校高职高专英语类专业教学指导委员会主任委员

酒店英语教材可分为描写型、分析型、规定型三种。规定型教材主要是指操作手册、指南；描写型教材是指文件、文献，通常包括酒店企业文化、历史等；分析型教材强调操作原则及行为规范。一本好的酒店应用英语教材应该注重培养酒店一线员工的三大素质：首先是态度，比如专注、礼貌等；第二是对功能语言的掌握；第三，文化知识和酒店企业文化，包括跨文化沟通技巧。为酒店员工设计的语言课程必须是综合型的，既要有酒店英语的核心词汇、句型、话语、语用功能等，又必须包含真实场景下酒店服务中出现的语篇模式，以及非言语的隐含意义。

《酒店英语》是一本以酒店和餐厅情景为主线、围绕真实工作任务、突出行业工作语言功能的行业英语教材。本教材选取80余个符合酒店和餐厅服务流程的典型工作情景，既有大型现代企业的最新工作模式，又不脱离酒店和餐饮业的核心工作轨迹，其所涉及的工作流程和理念适合各种类型的酒店和餐饮企业。

本书的行业内容均来自一线工作岗位，取材真实，操作流程先进，具有前瞻性和专业性强、简洁易懂等特点。从特殊用途英语（ESP）学习理论的角度来说，本书所选取的内容符合最优化（optimal）、最得当（most appropriate）、考虑学习者的需求（needs-based）的语言课程设计原则。在教学素材的数量方面，本教材严格控制练习量，以不超过学习者的学习疲劳度为限，注重精当、切中要害，把握关键工作技能。在教学素材的质量方面，去粗取精，选取最能体现酒店和餐饮业需要的极富礼节、既标准化又个性化的服务过程，其实用性无需赘言。在教学素材的形式方面，突显酒店与餐饮业工作以人为本的特征（people industry），以口头交际为主，强调会话沟通能力，以及对服务过程与服务内容（如鸡尾酒的调制等）的表达能力的培养，长短结合，有面对面的服务，也有通过电话进行的服务，均以实际场景为依据。应当指出，本书所涵盖的酒店和餐饮业内容并非包罗万象，而是选取了最需通过语言进行服务的一线工作场景，如前厅部前台、预订部、礼宾、大堂、电话总机，餐饮部预订、餐厅、宴会等，而客房、工程维修部、洗衣部等没有在本书中单列成单元进行学习，只是分散到各个单元，在训练相关功能时予以提及。这样做的原因是因为这些部门的服务很少需要语言的参与，或者对语言要求不高。而服务中经常让从业者头疼的投诉及其处理因对语言要求较高而在本书中单列为一个单元进行学习。

作为一本行业英语教材，酒店和餐饮业工作语言的功能在本书中得到了完整而准确的聚焦。在“够用为度”的原则下，学习者将得到充分而科学的训练，以保证他们能够在未来的工作中娴熟地运用，顺利完成工作任务。为了最终实现本书的语言功能教学，编者在体例上做了合理的编排，以专业主线贯穿始终、以专业技能架构语言功能、语言知识与专业知识相结合，听说为主、读写为辅、相对有序、灵活变通、图文并茂、版式友好。

《酒店英语》共12个单元，每个单元有一个相对完整的工作任务，以Starter开始，以Advanced Materials结束。每单元第二个项目基本都是听读练习，这是各单元的主要教学内容，集中体现了单元主题下的操作流程、专业词汇和语言功能。接下来的练习紧紧围绕上述工作和语言技能逐步展开，既有语言正确型练习（翻译、词组搭配、动词完形填空），又有流畅型练习（图片描述、讨论、角色扮演等）。每个单元的语法部分对最基本的语法规则和重要的固定表达进行复习；Learning box主要讲述学习技巧；Language box总结惯用法；Culture box讲述与日常工作紧密相关的文化差异。建议每单元用3学时完成。

《酒店英语》以专业酒店和餐饮业为学习内容，传授基本的语言知识和技能，其目的是让学习者在学习此书时感到学习英语是一种乐趣。希望读者在使用中提出宝贵的意见。

	Unit title	Unit contents	Skills
1	General enquiries	Asking for and providing information	Giving suitable responses Describing facilities LEARNING: 怎样提高英语水平
2	The first day	Members of staff Job descriptions	Meeting and greeting Introducing somebody Presenting yourself
3	Taking a booking	Reservations Enquiries	Using telephone language Writing a business email LEARNING: 怎样学习语法
4	Receiving a guest	The welcome Checking details	Apologizing LEARNING: 怎样学习一篇较难的文章
5	Helping guests, 1	Location of facilities Room service	Giving directions in a hotel Taking an order LEARNING: 怎样学习日常工作用语
6	Helping guests, 2	Booking restaurants Arranging entertainment	Giving directions around town LEARNING: 怎样学习新单词
7	Serving drinks	Beer garden Cocktail bar	Suggesting drinks Making comparisons Preparing instructions LEARNING: 翻译
8	On the menu	Methods of cooking and serving dishes Recipes	Suggesting dishes Explaining how dishes are made LEARNING: 怎样使用词典
9	Dealing with complaints and problems	Hotel complaints Restaurant complaints	Dealing with complaints Writing a letter of apology LEARNING: 怎样提高听力理解水平
10	Payment and check-outs	Checking out Bills	Dealing with queries about the bill LEARNING: 怎样进行小组讨论
11	Planning a function	Meeting a client Finding out the details Planning the menu	Making small talk Eliciting information
12	Applying for a job	Job advertisements Applications and CVs Job interviews	Writing applications and CVs Preparing for an interview

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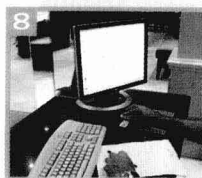
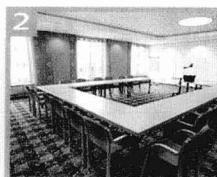
UNIT 1

General enquiries

1 Starter

A Can you identify the photos of hotel facilities, using the words in the box?

air conditioning • conference room • en suite bathroom
fitness centre • laundry service • swimming pool • tennis courts
beauty salon • Wi-Fi access



B Which of the facilities above would you expect to find at these types of hotel?

- | | |
|-------------------------|------------------------------------|
| 1 business hotel | 4 small, family-run hotel (2-star) |
| 2 luxury (5-star) hotel | 5 motel |
| 3 resort hotel | 6 sports hotel |

2 A telephone enquiry

2 'Seashore Hotel' is a small, three-star hotel in Kiel. Saskia Olsen works at the reception desk. She is talking to a caller who wants some information about the hotel's facilities.

Read or listen to the dialogue, then answer the questions below.

- SASKIA Seashore Hotel. Good morning. Saskia speaking. How can I help you?
- MR FLETCHER My name's Chris Fletcher. I've got a few questions about your hotel.
- SASKIA That's fine, Mr Fletcher. What would you like to know?
- MR FLETCHER First of all, are your rooms suitable for people with disabilities? I use a wheelchair. 5
- SASKIA Well, we have three double rooms with disabled facilities. They're on the ground floor and they have grab rails in the shower. Also the restaurant has wheelchair access and there are disabled toilets next to the lobby ... oh, and there's a wheelchair ramp at the entrance, of course.
- MR FLETCHER Great. And is there room service? 10
- SASKIA Yes, there is. Room service is available from six a.m. to midnight.
- MR FLETCHER Fine ... Oh, yes, another thing: is there Wi-Fi Internet access in the rooms?
- SASKIA No, I'm afraid not, but there is an Internet café in the lobby – hotel guests can use the Internet there for free. There are five PCs, all with broadband.
- MR FLETCHER OK. Thanks. Is there a car park? 15
- SASKIA Yes, there is. There's a car park with fifty spaces right next to the hotel. Is there anything else I can help you with?
- MR FLETCHER No, I think that's it. Thanks very much for your help.
- SASKIA You're welcome, Mr Fletcher. Goodbye.
- 1 What facilities does the hotel have for guests with disabilities?
 - 2 How many disabled guests can the hotel accommodate?
 - 3 When can't you get room service?
 - 4 Where can guests go to send emails?
 - 5 How many guests can connect to the Internet at the same time?
 - 6 Where can guests park their cars?

3 Working with words

How do you say it in English?

- | | |
|--------------|-----------------|
| 1 先生，能为您效劳吗？ | 4 还有什么可以为您效劳的吗？ |
| 2 非常感谢您的帮助。 | 5 很抱歉，没有。 |
| 3 您想要了解哪些情况？ | 6 不客气。 |

对客人的问题要用完整的回答。简单的回答（比如 Yes./No.）在英语中听起来很生硬，不礼貌。

问题

Is there a swimming pool?

Do you have a laundry service?

Does the hotel have its own car park?

不礼貌的回答

Yes.

No.

Yes.

No.

Yes.

No.

礼貌的回答

Yes, there is.

No, I'm afraid there isn't.

Yes, we do.

No, we don't. Sorry about that.

Yes, it does.

No, I'm afraid it doesn't.

4 Polite responses

Make the responses more polite, using the tips in the Culture box.

- 1 Is there a car park? – No.
- 2 Does the hotel have a fitness centre? – Yes.
- 3 Do you have Wi-Fi access? – No.
- 4 Is there a laundry service? – Yes.
- 5 Do you speak English? – Yes.
- 6 Do the rooms have cable TV? – No.

5 More enquiries

3 Listen to the CD. What facilities does Seashore Hotel have?

laundry service • hotel bar • en suite bathrooms
airport shuttle service • fitness centre • theatre/concert tickets

Address male guests as 'sir' and female guests as 'madam' if you don't know their names.

Asking how you can help

How may/can I help you?

Asking about facilities

Is there a (bar)?

Are there (en suite bathrooms)?

Do you have (a fitness centre)?

Do you take credit cards?

Responding to questions about facilities

Yes, there is/are.

Yes, we do.

No, I'm afraid not.

Giving thanks

Thanks very much.

Thanks for your help.

Responding to thanks

You're welcome.

6 Pairwork

Work with a partner.

Student A: Turn to file 1 on page 90. Student B: Turn to file 10 on page 93.

Asking questions (simple present tense)

- 1 How **can** I help you?
- 2 **Are** your rooms suitable for people with disabilities?
- 3 **Is** there a car park?
- 4 **Does** the hotel **have** a bar?
- 5 **Do** you **take** credit card payments?

一般疑问句的构成 (一般现在时)

- 陈述句若含有情态动词, 就将该情态动词提至主语之前。(1)
- 陈述句若含有系动词, 就将该系动词提至主语之前。(2, 3)
- 陈述句若不含情态动词或系动词, 则在主语前加 do/does。(4, 5)

7 Practice: questions

Make questions about hotel facilities.

注意!

‘Is/Are there ...?’

hotel 的重音在第二个音节, 不在第一个音节, 所以要读成 ho'tel 而不是 'hotel

Example: Is there a bar?

- 1 en suite bathrooms
- 2 24-hour reception
- 3 conference room

- 4 Chinese food restaurant
- 5 express laundry service
- 6 shoe shining service

‘Does/Do (a) ... have (b) ...?’

Example: Does the hotel have a lift?

- 7 (a) fitness centre (b) sauna
- 8 (a) all the rooms (b) cable TV
- 9 (a) you (b) 24-hour room service

- 10 (a) all the rooms (b) minibar
- 11 (a) you (b) airport pick-up service
- 12 (a) hotel (b) executive floors

Short answers

Question	Positive answer	Negative answer
1 Does the hotel ...?	Yes, it does.	No, it doesn't.
2 Do you ...?	Yes, we do.	No, we don't.
3 Is there ...?	Yes, there is.	No, there isn't.
4 Are there ...?	Yes, there are.	No, there aren't.

- 简短的回答一般由三个单词组成, 需重复问句中的助动词或者系动词。
- 在作否定回答时, does not, do not, is not, are not 可以分别缩写成 doesn't, don't, isn't, aren't。
- 简短的回答语气不够委婉, 在与客人的对话中应尽量少用, 尤其是在作否定回答时, 通常需要和 I'm afraid, I'm sorry 等配合使用。

8 Practice: short answers and questions

Write short answers to the questions you wrote for exercise 7.

Now work with a partner. Write six questions and short answers about a hotel that you know.

9 The Fancy restaurant

- 4 Clemens Houston works at the 'Fancy' restaurant.
He takes a telephone call from a possible customer.

Listen to the CD, then choose the correct option(s) to complete each sentence.

- | | |
|---------------------------------|------------------------------------|
| 1 The Fancy restaurant is ... | 4 The menu is mostly ... |
| a in the city centre. | a French. |
| b on the outskirts of town. | b regional. |
| c in a village. | c international. |
| d in the country. | d traditional. |
| 2 The Fancy restaurant is a ... | 5 Main courses cost ... |
| a fast-food restaurant. | a between 18 and 28 euros. |
| b one-star restaurant. | b between 12 and 28 euros. |
| c gourmet restaurant. | c between 12 and 18 euros. |
| d hotel restaurant. | d between 20 and 80 euros. |
| 3 The interior is ... | 6 There is a wide selection of ... |
| a modern. | a Italian wines. |
| b traditional. | b French wines. |
| c cosy. | c local wines. |
| d formal. | d Spanish wines. |

Learning

怎样提高英语水平?

学习英语有很多方法, 这里为大家提供一些窍门。

- 通过收音机、有线电视或卫星电视学习英语。新闻通常是在固定的时间间隔内滚动播出的, 如 VOA 和 BBC。如果第一遍听不懂, 在听第二或者第三遍的时候就能理解更多。此外, 在播出间隙你还可以查询自己不知道的单词。
- 带字幕的原版电影是很好的学习材料, 而且在放第二遍的时候你也许就不需要看字幕了。
- 阅读你喜欢的英文杂志。
- 通过互联网学英语。这里有一个网站: www.howstuffworks.com, 该网站上介绍了很多与日常生活有关的东西, 包括环境和科技方面的话题。
- 用英语发短信或写 email。
- 歌曲 CD 里都附有歌词小册子, 看着歌词跟唱也不失为学英语的好办法。

10 Pairwork: describing a restaurant

Work with a partner. Choose one of the restaurants from the guide. Use it with the diagram to make a dialogue.

Restaurant Guide – Shanghai

Blue Moon
 Blue Moon is a chic, modern café, bar and restaurant at No.120 Taichang Road. It serves light Mediterranean (Spanish, French and Italian) cuisine. There is a good range of Spanish and French wines.
 Getting there: Luwan District—10 minutes' walk from the South Huangpi Road Metro Station
 Specialities: tapas; fish dishes
 Price guide: tapas ¥18-30; main course ¥72-102

Red Leaf
 Red Leaf is a traditional, cosy, family-run restaurant in Qibao Ancient Town. It serves traditional Chinese dishes.
 Getting there: by car: 3 km from Qibao off-ramp of Motorway A9 (follow signs for Qibao Ancient Town)
 by Metro: 1 km from Qibao Metro Station (follow signs for Qibao Ancient Town)
 Specialities: game and other local produce
 Price guide: main course ¥50-80

Hotel Restaurant Kairui
 Kairui is an elegant gourmet restaurant in a 1920s villa on the North Sichuan Road. It serves French cuisine and has an excellent wine list (French wines).
 Getting there: 15 minutes' walk from Hongkou Football Stadium
 Specialities: meat dishes
 Price guide: starter ¥18-60; main course ¥72-120

A Customer

问餐馆在哪里?

问餐馆的菜肴是什么风味的?

问价格如何?

问餐馆是什么风格的?

表示感谢。

B Telephonist

描述餐馆所处的位置。

描述菜肴。

举例说明价格。

描述餐馆的内部装潢、氛围等。

回应对方的感谢。

Burj al-Arab – ultimate luxury

The Burj al-Arab in Dubai is the world's tallest hotel building. At 321 metres, it is taller than the Eiffel Tower and only 60 metres shorter than the Empire State Building in New York. This unique sail-shaped building stands on an artificial island in the Persian Gulf. The hotel lobby is big enough for a 38-storey building to fit inside it.

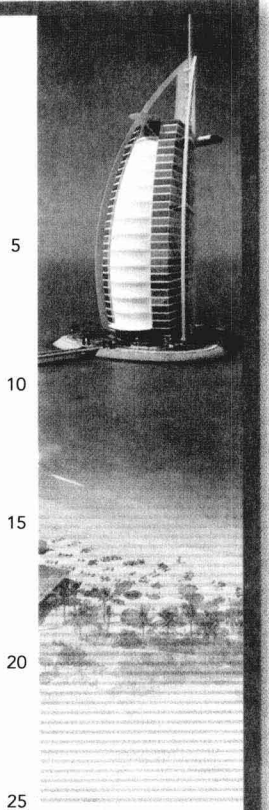
The Burj al-Arab does not have ordinary bedrooms – instead, it has 202 suites. The price for a night's stay in the least expensive suite is over ¥10,000. Every suite has a spectacular sea view. Rolls Royce limousines pick up the hotel's guests from Dubai International Airport, 25 kilometres away. Alternatively, you can land your helicopter on the helipad high up on the side of the hotel.

The most luxurious suites are the two Royal Suites on the 25th floor. They both have a private elevator, a private cinema, rotating beds, and even dressing rooms which are larger than the average hotel bedroom. A night in one of these suites can cost over ¥150,000.

Diners at the Burj al-Arab are spoilt for choice: they can dine 200 metres above the sea in the Al Muntaha restaurant, below the waves in the famous Al Mahara seafood restaurant, which has an underwater entrance, or alfresco on the beach. In total there are eight bars and restaurants in the hotel.

Although the Burj al-Arab is one of the world's most expensive hotels, it will probably never make a profit.

(239 words)



1 Understanding the text

Read the hotel brochure, then decide whether the statements below are true or false. Correct the false statements.

- 1 The Burj al-Arab hotel has over 200 bedrooms.
- 2 The hotel is built on the beach at Dubai.
- 3 Every suite has a view over the sea.
- 4 Every suite has a private elevator.
- 5 The Royal Suites have the best facilities.
- 6 To get to the Al Muntaha restaurant, you have to go under the water.
- 7 The Burj al-Arab is the world's most profitable hotel.

2 Discussion

Would you like to work at the Burj al-Arab? Why (not)?

UNIT 2

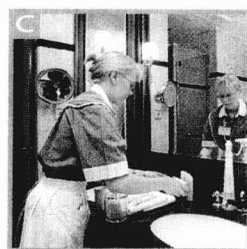
The first day

1 Starter

Discuss these questions and tasks with a partner.

1 What are these people's jobs?

bartender • chef • porter/bellboy • receptionist • room attendant • waiter



2 Describe what they are wearing.

apron • bow tie • hat • name badge • neckerchief • skirt • tie • trousers • uniform • waistcoat

3 Describe what they are doing in the photos.

Learning

训练语言的流利程度:

将英语新闻录制下来, 反复听, 并跟着念。把录音的音量逐渐调低, 试着跟录音一起念, 直到能够背出录音内容为止。

2 New trainees

- 5 *Andy Larkin and Melissa Adams are two hotel management trainees with a big hotel chain in the UK. As part of their training they are going to do a work placement abroad, at 'Hotel Prinzenhof' near Dresden. Jan Schmidt, the personnel manager, is showing them around the hotel.*

Read or listen to the dialogue.

SCHMIDT	OK, let's start with a quick tour of the hotel. If you have any questions, please ask. First of all, here's the front office – and this is Birgit Weber, who runs the front office. Ms Weber, this is Andy Larkin and this is Melissa Adams.	
WEBER	Hello! Welcome to Hotel Prinzenhof.	
LARKIN, ADAMS	Thank you, Ms Weber.	5
SCHMIDT	Ms Weber, can you tell Mr Larkin and Ms Adams about the front office?	
WEBER	Of course, Mr Schmidt. The front office is our guests' first and last point of contact with the hotel, so it's really important that we make a good impression. The front office staff consists of six receptionists, two reservations clerks and six porters. They all report to me, the front office manager.	10
	Let's take the receptionists first. They handle check-ins and check-outs and answer guests' questions. They also operate the switchboard. During the day, there are two receptionists on duty. There they are, over there at the reception desk: Ms Patrick is checking a guest in and Mr Wenz is preparing another guest's bill.	15
LARKIN	Excuse me, Ms Weber, is reception open 24 hours a day?	
WEBER	Yes, that's right. Now, this is Mr Junger, our reservations clerk. Mr Junger will tell you about his job.	
JUNGER	Hi! I'm Joachim Junger. You can call me Joachim.	
LARKIN	Thanks. This is Melissa, and I'm Andy.	20
ADAMS	Hi, Joachim.	
JUNGER	Hi, Melissa, Andy. Nice to meet you both ... Well, I handle phone reservations. When I get a reservation enquiry, I use the computer to check whether a suitable room is available. If it is, I make the reservation. Also, I help out in reception sometimes ... Sorry, the phone's ringing – got to go!	25
WEBER	Last but not least, there are our porters. The porters carry luggage and show guests to their rooms. They also park guests' cars and arrange taxis. That's Mr Graupner at the porters' desk now. Mr Kalisch, the other porter, is carrying a guest's luggage to the elevator.	
SCHMIDT	Thank you, Ms Weber. That was very informative. Now, let's move on to housekeeping ...	30

Now complete the sentences in your own words.

- | | |
|---|--|
| 1 Ms Weber is responsible for ... | 3 When guests arrive ... |
| 2 The front office is important for the hotel's image because ... | 4 When the reception desk is very busy ... |
| | 5 When guests need a taxi ... |