



新基点(New Benchmark)全国高职高专院校商务英语系列规划教材

NEW BENCHMARK

# 餐饮与服务英语

## English for Food & Beverage and Service

曹玉泉 房玉靖 主编



对外经济贸易大学出版社  
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# 出版说明

“新基点 (New Benchmark) 全国高职高专院校商务英语系列规划教材”是对外经济贸易大学出版社联合全国重点职业学院的骨干教师推出的一套全新的商务英语系列教材。本套教材适用于全国高职高专院校英语专业商务/应用/外贸英语方向以及财经类专业的学生。

目前高职教育提出了“工学结合,项目为中心,案例驱动教学,边讲边练”为核心理念。本套教材就是贯彻这个理念,着眼于提高学生实际操作能力和就业能力的目的,采取了模块化、多案例、互动式、重实训的编写方式,让学生在理论够用的基础上,在实训环节上有所突破。

根据国家教育指导思想,目前我国高职高专教育的培养目标是以能力培养和技术应用为本位,其基础理论教学以应用为目的、够用为尺度、就业为导向;教材强调应用性和适用性,符合高职高专教育的特点,既能满足学科教育又能满足职业资格教育的“双证书”(毕业证和技术等级证)教学的需要。本套教材编写始终贯彻商务英语教学的基本思路:将英语听说读写译技能与商务知识有机融合,使学生在提高英语语言技能的同时了解有关商务知识,造就学生“两条腿走路”的本领,培养以商务知识为底蕴、语言技能为依托的新时代复合型、实用型人才。

本套教材包括《商务英语综合教程》(1-4册)、《商务英语听说》(1-2册)、《商务英语口语》(1-2册)、《国际商务报刊选读》、《商务英语写作》、《商务英语翻译》、《国际商务函电》、《国际商务谈判》、《国际商务制单》、《商务礼仪》、《英语应用文》、《跨文化交际》、《英美概况》、《旅游英语》、《酒店英语》、《物流英语》、《财经英语》、《文秘英语》、《会计英语》、《餐饮与服务英语》以及《劳动与社会保障英语》等。本套教材不是封闭的,而是随着教学模式、课程设置和课时的变化,不断推出新的教材。

本套教材的作者不仅具有丰富的商务英语教学经验,而且具有本专业中级以上职称、企业第一线工作经历,主持或参与过多项应用技术研究,这是本套教材编写质量的重要保证。

此外,本套教材配有教师用书或课件等立体化教学资源,供教师教学参考(见书末赠送课件说明)。

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2008年5月

# 前 言

《餐饮与服务英语》是高职高专院校专业英语系列教材之一，以《全国高职高专教育英语课程教学基本要求》为依据，针对现行全国高职高专英语教学而编写的一本实用性较强的“行业英语”教学用书。该书适用于高等职业院校、高等专科学校、本科二级技术学院和成人高等学校常规教学和学生自学使用。该书共编写 18 个单元，内容丰富，形式多样，每单元包括有关餐饮和服务的对话、短文、背景知识简介和练习，同时附有生词、注解、练习答案和译文。具体内容如下：

1. Introduction: 根据每单元“行业英语”的主题内容作出简介。
2. Task I Talking Face to Face: 包括两个紧扣“餐饮与服务行业英语”主题的对话样例，供学生学习模仿，使学生边学边练，以增强学生的口语应用能力。
3. Task II Maintaining a Sharp Eye: 包括两篇与该单元话题有关的文章。把阅读作为外语教学训练的归纳，通过阅读开拓眼界，进一步提高学生的交际能力，为学生自主学习创造充分的条件。
4. Task III Practice: 课后练习和实训，加强学生的知识掌握和应用。
5. Chinese Version of Passages: 包括每单元文章的译文，以便教师和学生在学习与自学中参考。

《餐饮与服务英语》由中国职业技术教育学会教学工作委员会外语教学研究会（高职）副主任委员、天津市高等学校教学名师曹玉泉教授和天津对外经济贸易职业学院经贸外语系主任房玉靖副教授担任主编，张磊、张桓、王丽雅任副主编，许玲、马清娟等参加编写，天津水晶宫饭店库房管理主任刘延春担任顾问。

本书在实际编写中会有不当和疏漏之处，希望广大同行和使用批评指正，以使本书能为高职高专英语教学做出更大贡献。

编 者

2009 年 2 月

# Contents

Unit 1	Basics of Food and Beverage Industry 餐饮业基础知识	1
Unit 2	Reservations 预订服务	11
Unit 3	Greetings and Farewells 迎送宾客	20
Unit 4	Setting the Table 摆桌	28
Unit 5	Seating Guests 引领顾客入席	41
Unit 6	Recommending Dishes 向顾客推荐菜式	51
Unit 7	Taking Orders for Chinese Cuisine 接受中餐点菜	60
Unit 8	Taking Orders for Western Cuisine 接受西餐点菜	70
Unit 9	Food Preparation 食物准备	78
Unit 10	Serving Dishes 上菜服务	89
Unit 11	Beverage Service 酒水服务	100
Unit 12	Buffet Service 自助餐服务	110
Unit 13	Serving Guests at a Snack Bar 快餐店顾客服务	119
Unit 14	Serving Guests at a Bar 酒吧顾客服务	129
Unit 15	Serving Guests at a Café 咖啡厅顾客服务	139
Unit 16	Serving a Banquet 宴会服务	148
Unit 17	Settling Bills 结账服务	157
Unit 18	Settling Complaints 处理投诉	166

## Unit 1

# Basics of Food and Beverage Industry

### Introduction

With the life standard improving rapidly, people's demand for food and catering service is also changing rapidly. Such changes reflect the improvement of modern life style and life quality. Firstly, people demand that food should provide overall and balanced nutrition. Now people have realized the harmfulness of food with high protein, fat, and calorie, and hence begun to ingest more different nourishment. Secondly, people are paying more and more attention to the sanitation of food and catering service. At last, the catering service industry has been increasingly standardized and individualized.

### Task I Talking Face to Face

#### Dialogue 1

##### Western-style Food

Tom: Hi, Michael, I haven't seen you for ages! How's everything going?

Michael: I am fine, thank you. I have opened a western restaurant by myself.

Tom: Really? It must be very interesting. Tell me something about it.

Michael: Sure. Our restaurant provides the customer with western-style breakfast, lunch and supper. The breakfast includes American breakfast and Continental breakfast. Western people think much of breakfast and they believe a satisfying breakfast means a happy and satisfying day!

Tom: I see, but is there any difference between these two types of breakfast?

Michael: Yes. American breakfast is more plentiful than the Continental. In addition to juice, tea, coffee, bread and toast, American breakfast also offers cereals and eggs



cooked in different ways.

Tom: Then what about lunch and supper?

Michael: The menus for lunch and supper are quite similar. But generally speaking, people don't have a long time for lunch, so they prefer some business lunch or fast food. And the supper is the dinner and usually much more formal.

Tom: What will be served in a dinner?

Michael: You can take a *table d'hôte* order or an *a la carte* order.

Tom: I beg your pardon?

Michael: A *table d'hôte* is a complete meal of several dishes served at a fixed price. And a *la carte* means the food is served according to a list or menu where each dish has its own separate price.

Tom: I see. What do you have for the dinner?

Michael: In a dinner, the appetizer, soup, *entrée* or main course, dessert and beverages will be served in order. You will have many decisions to make.

Tom: Ah, I will visit your restaurant and try your western dishes another day.

Michael: Anytime.

### Word list

1. Continental breakfast 欧洲大陆式早餐(通常只有面包卷、黄油、果酱以及咖啡)
2. toast *n.* 吐司,烤面包片
3. cereal *n.* 麦片
4. *table d'hôte* *n.* 套餐
5. *a la carte* 按菜单(点菜)
6. *entrée* *n.* (美)主菜

### Notes

1. Western people think much of breakfast. 西方人非常重视早餐。
2. You can take a *table d'hôte* order or an *a la carte* order. 你可以点套餐,也可以分别点菜。
3. In a dinner, the appetizer, soup, *entrée* or main course, dessert and beverages will be served in order. 在正式的晚餐中,开胃品、汤、主食、甜点 and 饮料会被依次送上。
4. You will have many decisions to make. 你要做出很多决定(意即你会有很多选择)。

## Dialogue 2

### Chinese Food Is My Favorite

Zhang: Hi, David, is it the first time you have come to China?



David: Yeah. China is really an amazing country.

Zhang: So you have got used to the life here, haven't you?

David: Sure. Chinese food is my favorite!

Zhang: You know, Chinese cuisine is well-known as one of the greatest cuisine all over the world, and it's known for its remarkable diversity of cooking styles, the abundant and delicious range of ingredients.

David: I was told that there are dozens of different basic ways in Chinese cooking, including roasting, frying, boiling and so on. All of them draw out the best in the ingredients.

Zhang: That's true. You know, Chinese cooking is subdivided into many schools notable for their local flavors.

David: What are they?

Zhang: The most popular and well-known schools include Beijing cooking, Sichuan cooking, Guangdong cooking and Shanghai cooking.

David: Hey, tell me something more.

Zhang: These four schools of cooking represent different cooking styles in various Chinese areas respectively. For instance, most Beijing food has a high calorie value answering the demands of the cold northern climate.

David: I know Peking Duck, Mutton hotpot, Sichuan hotpot, Cantonese soup, and Shanghai crab.

Zhang: Ah, you are already an expert on Chinese cuisine.

David: No, I need more time to taste all of the Chinese delicacies.

Zhang: Then you'd better mind your stomach and body weight!

### Word list

1. amazing *adj.* 令人惊异的
2. favorite *n.* 特别受喜爱的人或物
3. cuisine *n.* 饭菜, 烹饪
4. ingredient *n.* 配料, 成分
5. calorie *n.* 卡路里
6. delicacy *n.* 美味, 佳肴

### Notes

1. All of them draw out the best in the ingredients. 所有这些烹调方法都能将各成分的作用发挥到极致。
2. Chinese cooking is subdivided into many schools notable for their local flavors. 中国菜有许多菜系, 均以其地方风味而闻名。
3. Most Beijing food has a high calorie value answering the demands of the cold northern

climate. 大多数北京菜都有很高的卡路里,以对付北方寒冷的气候。

4. I know Peking Duck, Mutton hotpot, Sichuan hotpot, Cantonese soup, and Shanghai crab. 我知道北京的烤鸭和涮羊肉、四川的火锅、广东的煲汤和上海的大闸蟹。

## Task II Maintaining a Sharp Eye

### Passage 1

#### The Categories of Restaurants and Restaurant Service



enjoyment. The industry will offer people a wide range of needs and tastes to meet their different demands. These differences bring about various types of restaurants. In terms of the food and service they offer, restaurants basically fall into four categories: *the gourmet restaurants*, *the family-type restaurants*, *the specialty restaurants*, and *the convenience restaurants*.

A gourmet is a person who can appreciate the best in food and drink, and who is good at choosing combinations of dishes, good wines and so forth. A restaurant that offers meals appealing to such a person is *a gourmet restaurant*. These restaurants are the most expensive and luxurious of all restaurants.

A *family-type restaurant* is an eating-place serving simple food at moderate prices that appeal to family groups. The principal feature is the standardized food and service it offers to its customers. Many of these restaurants are owned by chains or operated under a franchise.

A *specialty restaurant* offers a limited variety or style of food. It is a restaurant with special décor, furnishing and what's more, a specific choice of dishes. It may also be referred to as a *theme restaurant* or an *ethnic restaurant*. Both the quality of the food and the prices are usually between those of the gourmet and family-type restaurants.

A *convenience restaurant* serves customers who want to eat in a hurry and are interested in fast service, cleanliness and low price. A modern variation of this type of restaurant is the fast food operation. Thousands of these establishments have sprung up all over the world in recent years. Fast foods are those that can be prepared, served and eaten quickly. The most typical fast food probably is the hamburger, and the fried potato chips.

There are mainly five kinds of restaurant service. They are gueridon service, silver service, plate service, buffet (self-catering) service and takeaway service. The first three kinds of service are sit-down service. In gueridon service, the waiter must always be well-

trained and skilled for he has to perform such things as filleting, carving and cooking special dishes in front of the guest. In silver service, the food is prepared in the kitchen and brought to the guest's table on a silver tray. In plate service, the waiter takes the plated meal from the service hotplate and then put the plate on the guest's table. All that he has to do is to make sure that the correct lid is laid and the necessary accompaniments are available on the table. In buffet service, a guest picks his/her own tray and cutlery from one end of the service table and chooses whatever dish he/she likes. A buffet service can be both a sit-down one and a stand-up one. Takeaway service is usually associated with snack bars and fast food outlets.

### Word list

1. catering *n.* 为(宴会)提供酒菜
2. chain *n.* 连锁店
3. combination *n.* 结合(体)
4. moderate *adj.* 中等的,适中的
5. gourmet *n.* 美食家
6. decor *n.* 装饰,装潢
7. franchise *n.* 特许权,专卖权
8. standardized *adj.* 标准化的
9. luxurious *adj.* 奢华的
10. variation *n.* 变种,变更

### Notes

1. in terms of 依据,按照
2. fall into(可)分成
3. ethnic restaurant 风味餐厅
4. spring up 涌现
5. gueridon service 现场制作
6. In terms of the food and service they offer, restaurants basically fall into four categories: the gourmet restaurants, the family-type restaurants, the specialty restaurants, and the convenience restaurants. 从其提供的食物和服务来看,餐馆大致可分为四类:精品餐馆,连锁餐馆,风味(主题)餐馆以及快餐店。
7. Many of these restaurants are owned by chains or operated under a franchise. 这些类型的餐馆许多是连锁店形式的,或特许经营的。
8. It is a restaurant with special décor, furnishing and what's more, a specific choice of dishes. 它具有特别的装潢和室内陈设,还有独特选择的饭菜。
9. The most typical fast food probably is the hamburger, and the fried potato chips. 最典型

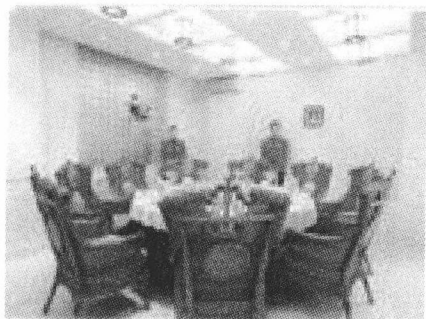
的快餐可能就是汉堡和薯条。

10. ... for he has to perform such things as filleting, carving and cooking special dishes in front of the guest. ....因为他得当着客人的面切割、烹制鱼肉。
11. such... as 诸如.....之类的。e. g. The explorer took only such men and things as he really needed into the jungle with him. 探险家只带了他确实需要的人员和物品进入丛林。
12. Takeaway service is usually associated with snack bars and fast food outlets. 带走服务常见于在快餐部和小吃部。
13. associate with 联想到.....; 与.....联系在一起。e. g. Mechanics is closely associated with mathematics. 力学与数学有密切的关系。

## Passage 2

### The Work in a Restaurant

Ranging from dishwashers in a kitchen to executives in international chains, there is a wide variety of work to be done in the restaurant and catering service business. Generally speaking, the work in a restaurant can be divided into three sections, which in turn form an integral system — the management jobs, production jobs, and merchandising jobs.



The management jobs in a restaurant are essentially administrative. Management personnel set and carry out policies for the business. Production people are responsible for the product — the food that comes out of the kitchen. They may include the chef, the assistant and specialty chefs, dietitians, kitchen helpers, and dishwashers. Chefs in most restaurants not only are responsible for food production but also have management responsibilities.

An executive chef is one whose duties are primarily managerial.

The merchandising personnel here refer to staff members who try to sell the product of a restaurant, including promoting the food and creating an atmosphere pleasing enough for customers. They are usually service staff working in the dining room. Direct merchandising in the form of advertising or public relations is a management responsibility.

A restaurant is made up of the food and beverage manager who directs the work of the restaurant, the purchasing steward who buys, receives and stores food and beverages for the restaurant, the executive chef who decides on the items on the menus and coordinates the preparation of the food and beverages, the chief steward who is in charge of sanitation, the headwaiter who is responsible for serving the food and beverages to the guests and the food and beverage controller who maintains control over the system, prepares statements for the

management and analyzes all stages of the food and beverage operation. Under these people are storekeepers, pantry men, icemen, chefs, chef assistants, butchers, pastry men, bakers, waiters and waitresses, busboys, bartenders, porters and bar boys.

### Word list

1. administrative *adj.* 管理的, 行政的
2. personnel *n.* 职员, 全体人员
3. managerial *adj.* 管理的
4. dietitian *n.* 营养学家
5. integral *adj.* 完整的
6. merchandising *n.* 商品推销

### Notes

1. Generally speaking, the work in a restaurant can be divided into three sections, which in turn form an integral system — the management jobs, production jobs, and merchandising jobs. 总地来讲, 餐馆工作被分为三个部分——管理工作、生产工作和推销工作, 它们形成一个完整的系统。
2. They may include the chef, the assistant and specialty chefs, dietitians, kitchen helpers, and dishwashers. 生产人员包括主厨、助厨、特色厨师、营养学家、厨房帮工和洗盘工。
3. The merchandising personnel here refer to staff members who try to sell the product of a restaurant, including promoting the food and creating an atmosphere pleasing enough for customers. 推销人员在这里指销售餐馆食品的员工, 包括促销食品和为顾客创造足够愉悦的气氛。
4. ... the executive chef who decides on the items on the menus and coordinates the preparation of the food and beverages. 行政主厨负责决定菜单的内容和协调食品的烹制和饮料的配制。
5. decide on 决定 *e. g.* Our production quota for the coming year was decided on after extensive discussions. 我们通过广泛的讨论, 确定了下年度的生产指标。
6. ... the chief steward who is in charge of sanitation 卫生监督员负责卫生状况
7. be in charge of 负责, 照管 *e. g.* Li Hong is in charge of recreation. 李红负责文娱活动。

### Task III Practice

#### 1. Answer the following questions according to Passage 1 and Passage 2

- 1) Why do you think there are so many restaurants of various kinds in modern society?  
(Passage 1)
- 2) How many categories can restaurants be divided into according to the food-style they

offer? (Passage 1)

- 3) What is a gourmet restaurant? What food and service can it offer to its customers? (Passage 1)
- 4) What are the similarities and differences between family-type and specialty restaurants? (Passage 1)
- 5) What does the customer of a convenience restaurant want? (Passage 1)
- 6) How many sections can the work in a restaurant be divided into? And what are they? (Passage 2)
- 7) What are production people responsible for? (Passage 2)
- 8) What do the merchandising personnel refer to in a restaurant? (Passage 2)

## 2. Match the words in Column A to the interpretation in Column B

- | A            | B   |
|--------------|---|
| 1) toast     | a. a characteristic manner or style of preparing food                       |
| 2) cuisine   | b. an expert of fine food and drink   |
| 3) delicious | c. sliced bread heated and browned  |
| 4) gourmet   | d. of medium or average quantity or extent                                  |
| 5) moderate  | e. highly pleasing or agreeable to the senses, especially of taste or smell |

## 3. Translation

- 1) In addition to juice, tea, coffee, bread and toast, American breakfast also offers cereals and eggs cooked in different ways.
- 2) A *table d'hôte* is a complete meal of several dishes served at a fixed price.
- 3) There are dozens of different basic ways in Chinese cooking, including roasting, frying, boiling and so on.
- 4) The minimum charge for a 200-people-dinner party is 10,000 yuan, excluding drinks.
- 5) In a dinner, the appetizer, soup, entrée or main course, dessert and beverages will be served in order.
- 6) 我对中国烹饪感兴趣,你能给我推荐几种菜吗?
- 7) 我们有广东菜和四川菜,您喜欢哪一种?
- 8) 餐厅的营业时间几点到几点?
- 9) 不同的餐馆有不同的制作烤鸭的方法。
- 10) 中式宴会是以冷盘开始的,是什锦冷盘。

## 4. Role Play

Make a dialogue according to the given situation.

Your friend Mike comes from the United States. He is very interested in Chinese cuisine. Introduce something about Chinese cooking to him and recommend some Chinese restaurants

you like to him.

## Chinese Version of Passages

### Passage 1

#### 餐馆及餐厅服务的种类

在现代社会中,餐饮服务既是一种必需品也是一种乐趣。餐饮业为人们提供各种各样的滋味来满足不同的需求。这些不同需求造就了各种类型的餐馆。从其提供的食物和服务来看,餐馆大致可分为四类:精品餐馆,连锁餐馆,风味(主题)餐馆以及快餐店。

美食家能鉴赏最好的食品和饮料,并擅长选择菜品组合,优质酒等等。精品餐馆提供的饭菜可以吸引美食家前来。这种餐馆最昂贵也最奢华。

连锁餐馆提供简单的饭菜,价格适中,吸引普通家庭前来。它的主要特征是向顾客提供标准化的食物和服务。这些类型的餐馆许多是连锁店形式的,或特许经营的。

风味餐馆提供有限种类或风格的食物。它具有特别的装潢和室内陈设,还有独特选择的饭菜。风味餐馆也叫做主题餐馆或特色餐馆。这种餐馆食物的品质和价格都介于精品餐馆和连锁餐馆之间。

快餐店的顾客都吃得匆忙,并需要快速服务、干净和低价。快餐店是一种现代变种。近年来,世界各地涌现出成千上万个快餐店。快餐可以快速地准备、端上和进餐。最典型的快餐可能就是汉堡和薯条。

餐厅的服务共分五类。它们分别是:现场制作服务、银盘服务、瓷盘服务、自助服务和带走服务。前三种是有座位的服务。其中现场制作服务要求服务员训练有素,技术熟练,因为他得当着客人的面切割、烹制鱼肉。银盘服务是在厨房里做好饭菜,由服务员用银色大托盘把它们送到客人餐桌上。瓷盘服务是有服务员把装好的饭菜从一个上菜用的电炉上端下来,然后放在客人桌上。他所要做的就是保证将该盖的菜盖好,将所需的配料备好放在桌上。自助服务是客人自己先从菜桌的一端选择自己的盘子和刀叉,然后再挑选自己爱吃的食物。自助餐既可以坐着吃,也可以站着吃。带走服务常见于在快餐部和小吃部。

### Passage 2

#### 餐馆的工作

从厨房里的洗盘工到国际连锁店的经理,餐馆和餐饮服务业有各种各样的工作要做。总地来讲,餐馆工作被分为三个部分——管理工作、生产工作和推销工作,它们形成一个完整的系统。

餐馆的管理工作基本上是行政管理方面的。管理人员制定并执行行业政策。生产人员负责产品,即厨房烹饪的食品。生产人员包括主厨、助厨、特色厨师、营养学家、厨房帮

工和洗盘工。大多数餐馆的主厨不仅负责食品生产,而且负有管理职责。行政主厨的职责主要是进行管理。

推销人员在这里指销售餐馆食品的员工,包括促销食品和为顾客创造足够愉悦的气氛。他们通常是在餐厅里工作的人员。以广告或公关形式进行的直接推销是一种管理职责。

餐馆有下列人员:餐馆经理、采购组组长、行政主厨、卫生监督员、服务员领班和监查员。经理负责整个餐馆的工作。采购组组长负责食品和饮料的采购、购进和储藏。行政主厨负责决定菜单的内容和协调食品的烹制和饮料的配制,卫生监督员负责卫生状况,服务员领班负责给客人上食品和饮料,监查员负责监查全盘工作,向经理报告餐馆的情况和对餐馆工作的每一个阶段进行分析。在以上这些人下面工作的人有:储藏员、餐饮用具管理员、制冰工、厨师、助理厨师、切肉师、糕点师、面包师、男女服务员、助理服务员、酒台配酒员、杂务员和酒吧服务员。



## Unit 2

# Reservations

### Introduction

A reservation is a recorded promise or guarantee of a table in a restaurant. Taking reservations is a section of great importance for a restaurant; therefore, it is advisable to keep the number of persons authorized to take reservations to a minimum. This will limit the chance for errors and confusion. Ideally, it is best to assign to one person per shift the responsibility of taking reservations. This person should keep the reservation book close by so that he or she can refer to it directly. This practice will avoid overbooking and losing reservations. In the case that an unauthorized person is the only one available to take a reservation, the name and telephone number of the party should be noted and turned over to the authorized person, who will follow up the request.

### Task I Talking Face to Face

#### Dialogue 1

##### Reservation on the Phone

Clerk: Pacific Hotel. Can I help you?

Guest: Yes. Could I make a reservation at the Garden Restaurant?

Clerk: Certainly, Ma'am. For how many people and when will you be coming?

Guest: It's for myself and my husband — on Friday the 23rd.

Clerk: So that's two people for Friday the 23rd. In whose name, please?

Guest: Zhang.

Clerk: Mrs. Zhang. Thank you. What time is it for?

Guest: 7:30.

Clerk: Let me just confirm. That's a table for two at 7:30 on Friday the 23rd in the name of Zhang.

