



教你说 餐旅英语

Essential Language for Working at Hotels, Restaurants and Airports

赖世雄 著

囊括餐旅业各层面重要英文用语，帮你游刃有余地掌握实用、得体的行业用语。
提升酒店、餐厅、机场的英语专业接待能力，助你达到国际化的餐旅服务标准。

27 类 常见餐旅情境

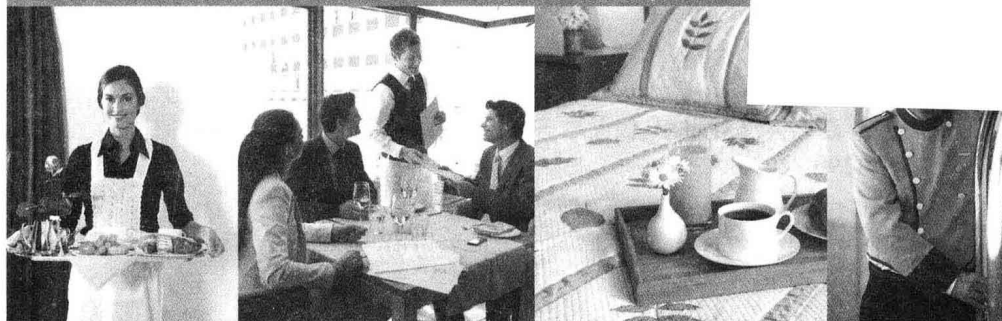
27 篇 专业主题式阅读

54 句 拟真示范对话

108 句 重要句型

216 句 实用句替换练习

270 句 实用场景例句



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图书在版编目(CIP)数据

教你说餐旅英语: 英汉对照 / 赖世雄著. —北京: 外文出版社, 2013
ISBN 978-7-119-08603-3

I. ①教… II. ①赖… III. ①饮食业—英语—口语②旅游业—英语—口语
IV. ①H319.9

中国版本图书馆 CIP 数据核字(2013)第 260301 号

选题策划: 叶 俭
特约编辑: 贾志敏
装帧设计: 王 丹
责任编辑: 李春英
印刷监制: 冯 浩

教你说餐旅英语

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出版发行: 外文出版社有限责任公司

地 址: 北京市西城区百万庄大街 24 号

网 址: <http://www.flp.com.cn>

电 话: 008610-68320579 (总编室)

008610-68995852 (发行部)

制 版: 北京天和锐创通县出片部

印 制: 北京欣睿虹彩印刷有限公司

经 销: 新华书店 / 外文书店

开 本: 710 mm×1020 mm 1/16

印 张: 26

版 次: 2014 年 1 月第 1 版第 1 次印刷

书 号: ISBN 978-7-119-08603-3

定 价: 56.00 元 (平装)

邮政编码: 100037

电子邮箱: flp@cipg.org.cn

008610-68995964/68995883 (编辑部)

008610-68996183 (投稿电话)

字 数: 450 千字

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教你说 餐旅英语 书序

本书是特别针对未来要在旅馆、餐厅或是机场工作的读者撰写而成。程度属于中级水平，能让读者加强听说读写四项技能。每个单元都包含了和客户沟通实际会用到的关键用语。此外，重要句型以及句型替换练习也是本书的重要特色，通过这样的练习可让读者熟悉各个状况的实用句型。每一章最后的练习、角色扮演和复习能让读者记住刚学到的单词及用语。对希望能在餐饮业或是机场找到工作的读者来说，本书绝对是你不可或缺的学习工具。

在旅馆、餐厅或是机场工作不是件简单的事。对许多人来说，其中最大的挑战无疑就是接待来自其他国家的客人。接待客人时若不知道应具备的基本词汇不但会让人尴尬，同时也会浪费彼此的时间，甚至损害到公司的声誉。因此大型旅馆或是餐厅都喜欢雇用精通英语的员工。

本书的目的就是要提供未来要在旅馆、餐厅或是机场工作的读者所需的英语。即使客人来自意大利、巴基斯坦或是马来西亚，他们还是很可能会说一点英语。现今的世界中，英语的确是国际语言，所以只有学会英语才能在未来的职场获得成功。

本书特色

本书依据相关专业人士在职场上的需求，针对常见情境进行编撰。全书共 3 章 27 单元，并特别收录“国际礼仪”章节，以加强大家对国际礼仪的认识。每章节都是餐旅必备主题：“描述饭店设施”、“饭店预约”、“报到手续”、“饭店职业”、“客房”、“饭店服务”、“饭店内设施位置”、“电话用语”、“疑问与抱怨”、“饭店提供的旅游服务”、“活动安排”、“退房手续”、“餐厅职业”、“预约订位”、“迎接与带位就座”、“饮品”、“早餐”、“开胃菜及甜点”、“点餐”、“台式／中式菜肴”、“欧式菜肴”、“用餐时间”、“抱怨”、“结账”、“前往目的地”、“入境”、“交通工具”。

本书结构

- ➔ “重要单词”：
整理该主题常见单词，佐以图解，让你轻松记住必备单词。
- ➔ “实用例句”：
整理该主题高频例句，让你待人接物更显专业。
- ➔ “文化、语言焦点”：
剖析餐旅业文化及语言方面的相关信息，有助你了解如何应对进退。
- ➔ “情境对话”：
对话内容首重功能性，让你熟知该主题的常见对话。
- ➔ “重要句型”：
利用英语句型架构起你的英语思维，让你举一反三。
- ➔ “听力练习”：
根据该主题仿真相关听力练习，加强你对该主题的理解。
- ➔ “常见错误”：
指出读者使用英语时的常见错误，让你轻松掌握正确用法。
- ➔ “实用句替换练习”：
换句话说，让你的用字遣词更加多元活泼，说起英语不再支支吾吾。
- ➔ “主题式阅读”：
介绍相关专业背景知识，让你深度了解行业精髓。
- ➔ “口说练习”：
根据该主题设计仿真情境练习口说，让你身临其境。
- ➔ “课程回顾”：
针对该主题提供听力及句子改写或重组，全面提升听读写三大能力。



Preface

Working at a hotel, restaurant or an airport can be demanding. Undoubtedly, one of the biggest challenges for many non-native English speakers is dealing with people from other countries. Not knowing the vocabulary necessary to deal with foreigners can be more than just embarrassing: it can be incredibly time-consuming, frustrating and even damaging to the reputation of the place you are working at. That's why employers of large restaurants and hotels prefer to hire people with the ability to communicate effectively in English.

The purpose of this book is to provide hospitality and airport workers with the English they need to do their jobs while serving or handling non-Chinese speaking people. Even if a guest is from Italy, Pakistan or Malaysia, there is a good chance that he or she speaks at least some English. It's a fact that English is truly an international language – one that you need to know if you are to be successful in your career.

Design of the Book and Lessons

Hospitality English: Essential Language for Working at Hotels, Restaurants and Airports contains a total of 27 units, with 12 devoted to hotel English, 12 focusing on restaurant English and three featuring vocabulary designed for airport employees. The units begin with a section on key words and phrases and their Chinese translations. This is followed by "useful expressions," which use much of the new vocabulary in sample sentences that are commonly spoken in the hospitality industry (and at the airport). The book is filled with dialogues that challenge students' listening ability. As well, many other dialogues are used to present new vocabulary in a natural and interesting manner. The sentence patterns and substitution drills in each unit give students useful, easy-to-follow guides to improving their flexibility in English.

Reading skills are sharpened through bonus readings directly related to the topics of the individual units. In some cases, they are articles about particular trends in the hospitality industry; in others, the

readings are a menu, a bill or other material directly connected to the theme of the lesson.

Another useful element of *Hospitality English: Essential Language for Working at Hotels, Restaurants and Airports* is a section in every lesson entitled "language focus," which takes an in-depth look at particular words, phrases and expressions to help learners better understand them. Occasionally, the "language focus" is renamed "culture focus" to reflect the fact that the segment deals with a cultural aspect rather than a language component.

Finally, the vocabulary learned in every unit is reinforced through exercises (including writing tasks), a review and role-play. By completing these, by studying the vocabulary and by listening to the dialogues, students will make great progress in their English language ability. And by doing so, they will greatly increase their chances for success in their future careers.

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➔ Cultural rules, such as those related to dining, attire and greetings, can vary drastically from one nation to another. Being unsure of how to act in a social setting can be worrisome, and making mistakes at the dinner table and elsewhere can be quite embarrassing. The following is a guide that will help you navigate your way through several of the important cultural rules of Western society.

➔ 文化规则，诸如那些涉及餐饮、服装与问候等规则，可能会因为国家不同而有很大的差异。在某个社交场合不知所措可能会令人困扰，而在餐桌和其他地方犯错也可能会相当尴尬。以下指南将可协助带领你熟悉西方社会的一些重要文化规则。

Invitations

- ➔ For very formal events, such as a wedding or an official function, printed invitations may be mailed out. In some cases, the invitation will come with a return envelope (with or without a stamp).
- ➔ Invariably, formal invitations will have an RSVP date (French for "please respond"). It's important to return the card – especially if you plan to attend the wedding, dinner or other event – by the RSVP date.
- ➔ If the event is less formal, an invitation may be extended via email. It's always good manners to respond to an invitation, even if the answer is "no."

Mr. & Mrs. Charles Galloway
Request the honor of your presence at the marriage of their daughter,
Susan Elaine
to
Mr. Ronald Samuel Beasley
Saturday, April the 14th, Two thousand and twelve at 3 o'clock in the afternoon

Holy Rosary Church
4570 Edmonds Avenue
Chicago
Reception dinner to follow at 6 p.m. at the Regal Hotel,
3328 Caledonia Way,
Chicago

Please RSVP by March the 31st

Reply Card

The marriage of Susan Elaine Galloway to Robert Samuel Beasley on
Saturday, April 14

Name: _____

☐ Will be attending

☐ Will not be attending with regrets

Please mail to: Mr. & Mrs. Charles Galloway, 899 Plainview Road, Chicago, IL 60607

邀请函

- ➔ 针对非常正式的活动，诸如婚礼或官方的盛大集会，主办人可能会寄出印制好的邀请函。某些情况下，邀请函会附回邮信封（内含或不含邮票）。
- ➔ 不变的是，正式的邀请函会有一个“敬请赐复”的日期。将卡片在回复日期前寄回去是很重要的——尤其是如果你计划要参加该婚礼、晚宴或其他活动的话。
- ➔ 如果那场活动比较不正式，邀请函可能会透过电子邮件的方式寄送。就算回复是“不参加”，回复邀请函总有礼貌的。

查尔斯·加洛威 先生及夫人
诚挚邀请您光临他们女儿的婚礼

新娘：苏珊·伊莲
新郎：罗纳德·塞缪尔·比斯利

2012 年 4 月 14 日，星期六下午 3 点钟

圣玫瑰教堂
4570 埃德蒙兹大道
芝加哥
接待晚宴于晚间 6 点钟帝豪酒店举行
芝加哥市
格里多尼亚路 3328 号

请于 3 月 31 日前回复

回函卡

苏珊·伊莲与罗纳德·塞缪尔·比斯利婚礼
4 月 14 日，星期六

姓名：_____

☐ 参加

☐ 深感遗憾地不参加

请邮寄给：查尔斯·加洛威 先生及夫人 伊利诺伊州 芝加哥市 普莱恩尤路 899 号 60607

Arriving at the dinner

- ➔ For many events in the West, especially informal parties, it's acceptable to be somewhat late, perhaps 30 minutes or more, depending on the occasion.
- ➔ With dinner parties, guests should try to arrive close to the expected time, not more than 10 or 15 minutes later. If a guest is going to be considerably later than 10 minutes, it is important that he or she call to inform the host, apologize, and explain the reason for the tardiness.

Benny:

"Hi Linda, this is Benny. I'm really sorry that I'm late for dinner. Something urgent came up at work that I had to deal with. I'll be there in 20 minutes. Please start the dinner without me. Again, I'm really sorry about this."

本尼:

“琳达，你好，我是本尼。我很抱歉我晚餐迟到了。上班时突然发生了很紧急的事要我去处理。我会在20分钟后到那儿。请先用餐，不必等我。对此我再次表达我的歉意。”



- ➔ On the other hand, while guests should do their utmost to avoid being late, they also shouldn't arrive before the specified starting time.
- ➔ Furthermore, when you are invited to a dinner, it's a nice idea to bring a bottle of wine or chocolates with you, but this is not mandatory. If you are a good cook, you could offer to bring a dessert or other dish. However, make sure to check with the host or hostess first about this.

抵达晚宴

- 针对西方的许多活动，尤其是非正式的派对，有点儿晚到是可以被接受的，也许是 30 分钟或更久，取决于场合不同而定。
- 就晚宴而言，根据宾客应该尽量接近在预期时间抵达，不要超过 10 到 15 分钟。如果宾客要晚到 10 分钟以上，就有必要打电话通知主人、道歉并解释迟到的原因。



Linda:

"That's OK, Benny. I understand. We'll see you when you get here."

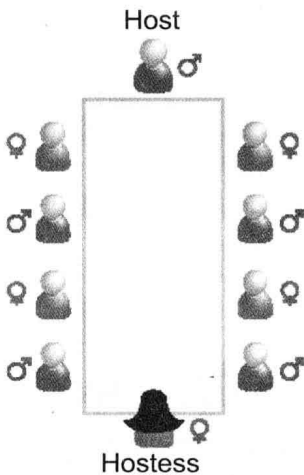
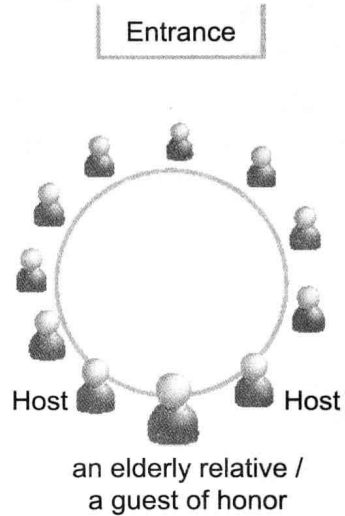
琳达:

“本尼，那没关系。我了解了。我们等你到的时候见啰。”

- 另一方面，虽然宾客应当尽量避免迟到，他们也不应该在指定开始的时间前抵达。
- 此外，当你受邀前往参加晚宴，最好带瓶酒或是巧克力，但这却不是强制性的。如果你手艺很棒，可以主动提议要带甜点或其他菜肴。然而，务必要和男女主人事先确认此事。

Seating arrangements

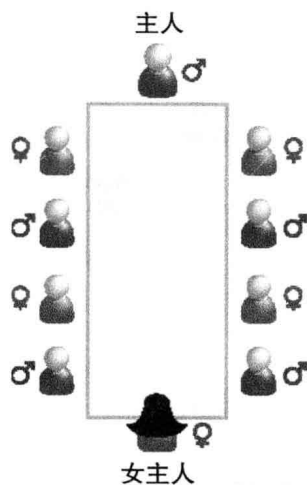
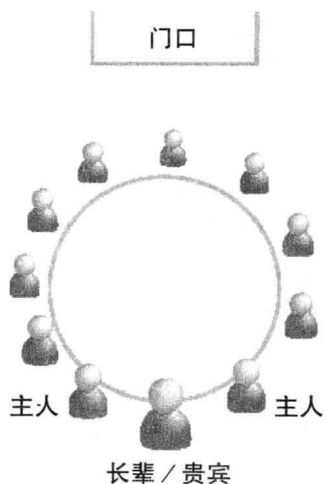
- In Chinese culture, the rules governing seating arrangements are complex and quite formulized. For example, the person with the highest status, such as an elderly relative or a guest of honor, should be seated facing the entrance, near the host. Guests of lesser importance are situated further away from the host and other important people.



- However, the rules related to who sits where in the West are more flexible. The host often sits at the "head" of the table (the shorter ends of a rectangular table), but there are many different ways for other people attending the dinner. For instance, people are often placed next to each other depending on if they know one another, their social or marital status, and / or their interests. A common seating arrangement is man-woman-man-woman.

座位安排

- ➔ 在中华文化里，座位安排的规则是复杂、制式化的。例如，具有最高地位的人，像是长辈或贵宾，应该靠近主人坐面向门口。不太重要的客人坐于远离主人和其他重要的客人。



- ➔ 然而在西方，这些涉及谁坐哪里规则则较为弹性。主人通常坐在桌“头”（长方桌较短的两端），不过其他出席晚宴的人则有许多种坐法。例如，客人往往会依他们是否熟识、他们的社会地位、婚姻状况或是他们的兴趣而被相互设座在隔壁。常见的座位安排为男性、女性、男性、女性。

Location, location, location

- ➔ Knowing the proper placement of cutlery and plates is important in creating an elegant atmosphere.
- ➔ The salad plate should be placed on top of the dinner plate, with the dinner fork set to the left of the plate.
- ➔ The salad fork, which is smaller than the dinner fork, should be positioned to the left of the dinner fork, while the dessert fork is placed above the dinner plate.
- ➔ The dinner knife should be placed to the right of the dinner plate, and the knife's blade should face towards the dinner plate. Next to the knife, on the right, is the place for the soup spoon.
- ➔ The bread plate goes to the upper left of the dinner plate, above the forks, with a butter knife placed horizontally on the bread plate (the blade should face down and point to the left).
- ➔ The water and wine glasses should be placed above the dinner knife and spoons, with the water glass put near the dinner plate.
- ➔ A cup and saucer (for coffee or tea) should be arranged on the upper right of the plate, to the left of the water and wine glasses.
- ➔ Finally, a napkin should be folded and placed to the left of the forks (some restaurants place it in a glass).

