

Hotel English Alive

# 饭店情景英语

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郭兆康 主编



復旦大學出版社

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## 作者的话

我们的《饭店情景英语》行世已逾 26 载。近日,经过精心修订,该书第四版又杀青付梓了。几十年来,我们之所以多次修订再版此书绝不是为了和那些鱼龙混杂的同类乃至同名教材争锋弄潮,也不仅仅因为我们想试试“十年磨一剑”的工匠精神,更是为了真诚回报千千万万阅读、教学、使用并关爱此书的读者们;同时也是为了积极适应当今中国旅游业稳中求进和可持续发展的内生要求。

《饭店情景英语》第四版的修订工作一本初衷做到三不变,即遵循 ESP 基础理论不变,坚持任务引领根本原则不变,突出情景教学活用对话的核心路子不变。在上述前提下,我们对全书的结构和内容进行了大幅度的删减、增补、调整和修正。首先,我们根据各类旅游院校教学反馈和饭店岗位培训的实际需求,将书中每个单元包含的语法结构学习(Structure Study)全部删去,并且大量削减每课的语法练习,从而淡化了语法教学,突出了情景对话的核心地位,使整个教学模块更趋集约,更为合理。其次,为了强化饭店专业英语的习得,着重提高学习者的口头交际能力和操作服务能力,我们在每个单元都增加了一则情景对话,新增对话占全书对话总量的 25%,从而覆盖了饭店主要部门各岗位更多的工作内容,拓展了课堂教学和员工培训中的情景应用语境。此外,我们还根据内容与结构的需要将原书中一些内容相似的对话进行了合并,力争使每则情景对话内容更典型、更简明、更易学易用。同时,将原书中配置位置不合理的对话进行挪移,将其调整到更得体更合理的篇章中。还有一点,在全书的修订中,我们一切从饭店新实践、新常态出发,摒弃了原书中已过时的说法和已不用的服务方式,弥补了原书中语言运用和操作流程上的欠缺,尽量纠正我们发现了的和读者提醒的疏漏。

《饭店情景英语》第四版在求新求实上着力多多,我们努力向读者展示饭店服务与管理中的新理念、新技术、新做法、新用语,从绿色饭店的观念到行政楼层服务,从欢迎反法西斯老兵到提供穆斯林旅客在房内礼拜的用品,从 WiFi 在饭店的全面使用到互联网加,从介绍中外餐饮知识到解释各民族文化差异乃至宗教禁忌,从中国古典园林到上海迪士尼度假区,凡此种种,不一而足。当然,此类教材光有新鲜感和前瞻性是不够的。所以,在修订过程中,我们牢牢把握住实

用、够用、会用的基本原则,务求使教材内容紧贴饭店运营与管理的实际,力争使教材中导入的服务理念、工作流程、管理手段、交际用语等具备强烈的可模仿性、可操作性、可再创新和实用性。无论是欢迎贵宾,还是安排醉客,无论是安抚暴怒的客人,还是解决各种投诉,无论处理突发事件,还是排难除险,无论是迎新培训,还是接待外访,总之,本书的情景对话都明白宣示员工应该说什么、做什么,以及怎么说、怎么做。在此我们想特别指出的是,在使用本书进行课堂教学和岗位培训时,要注重培养和启发学员的创新精神,动用各种行之有效的、传统的和现代化的教学以及培训手段使学员学得更实,用得更活。进而言之,培养学员和受训者的各项技能固然重要,切实提高他们在业界的想象力、创造力和应变力则是最有价值的。

《饭店情景英语》于1988年开写,1989年酷暑成书并由上海旅游局内部印行,1991年由复旦大学出版社出了第一版,2000年出了第二版,2010年出了第三版,更名为《实用饭店情景英语》,今年出了第四版,恢复原书名。作为上海旅游饭店业的岗位资格考试用书和各类旅游院校相关专业的饭店英语教材,本书曾多少起了点“敢为天下先”的坐标作用。抚今追昔,我这个七旬盲翁最怀念的是那些为本书出过力而今已仙逝的人们。他们是:陆剑初(原副主编)、詹允昭(原副主编)、黄洁纲(本书顾问)、F Bentley女士(原审阅)、郝竹钧(原校阅)、周仲良(本书原责编)。我深切地感谢张宝高、梅均、殷明发等领导,真诚感谢张妙珍、方树健、张翠英、赵国柱等合作者,深深感谢众多和我们一起使用本书进行课堂教学、岗位培训、考试考评的院校老师、饭店培训者等朋友们。

《饭店情景英语》第四版由郭兆康主编,参加本次编写的有:郭兆康、迟均、肖政(东华大学)、陈建宏(瑰丽酒店集团)。在成书过程中,我们的责任编辑施胜今功莫大焉。我们还要感谢李敏、郭昕、贾琦、刘伟、封峰等人的帮助。同时,我们谨向所有关心本书并大力支持我们的同仁、专家、领导和读者表示真挚的谢忱。百密难免一疏,何况我辈蠡勺测海。书中欠缺之处,切望诸位读者不吝指正。

作者

2016年6月

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# Part I

## The Front Office

### 前厅

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Unit 2

Unit 3

Unit 4

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