

SPOKEN ENGLISH FOR HOTEL STAFF

汉语大词典出版社



宾馆英语口语

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上海市国际旅游职业技术学校
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前 言

在党中央关于“抓住机遇，深化改革，扩大开放，促进发展，保持稳定”的方针指引下，我国旅游事业和其它各行各业一样，取得了长足的进展。在整个国民经济中所占比例逐年有所增长，发展势头锐不可减。但是旅游事业的发展距离国际大环境的要求还有差距，必须急起直追。要发展我国的旅游事业，不仅要开发和深挖各种旅游资源、建立各种等级的宾馆，而且必须培养和造就各种类型的旅游事业人才。

近年来，在国家教委的正确领导下，旅游职业技术教育取得了较大的成绩。短期内培养了成千上万的专业技术人员，成为各级旅游事业的生力军。但是，这些成绩还远远不能满足飞速发展的旅游事业人才需要。要培养更好更多的旅游职业技术人才，我们还要切切实实做好各项工作，提高旅游职业技术教育师资队伍的水平，改善各类学校的办学条件，编写一批高质量的切合实际需要的教材，特别是要编写旅游事业发展所迫切需要的专业教材。为此我们在上级领导的关怀下，组织成立旅游教材编写委员会。旨在短期内编辑出版旅游系列教材，适应各方面培养人材的需要。

编辑出版一套高水平的旅游职业技术教材，是提高教育质量的一个重要环节。在编辑出版职业技术教材的过程中，我们不仅要主动接受国家教委职教司和各级地方教委的指示和帮助，而且更要广泛接受各地同行的指点和支持。使系列教材在

教育实践中不断充实和完善。我们希望通过这套教材的出版能进一步引起人们对旅游职业技术教育的关注,能有助于不断提高职业技术教育的教学质量。相信在不久的将来,一个具有中国特色的旅游职业技术教育教材将要出现。

旅游教材编委会

本书“语音复习和前台”由张正元编写,“客房部”由吴庆平编写,“餐饮部”由王肇华编写,“康乐部和商场部”由张毓滇编写,全书由王肇华统稿,詹允昭教授审阅。

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PART I PHONETIC
REVISION AND
COURTESY ENGLISH

第一部分 语音复习与礼貌用语

Lesson One

A. Phonetic Revision (I)

语音复习 (1)

音标练习

单元音

i: east [i:st], he [hi:],
these [ði:z]

i is [iz], city [ˈsiti], this
[ðis]

e end [end], yes [jes],

head [hed]

æ ass [æs], hat [hæt],
hand [hænd]

ə: early [ˈɜ:li], her [hɜ:],
bird [bɜ:d]

ə about [əˈbaut], the

	[ð ə], father [ˈfɑ:ð ə]		[ð ei], name [neim]
ʌ	us [ʌs], come [kʌm], mother [ˈmʌð ə]	əʊ	over [ˈəʊv ə], go [gəʊ], those [ð əʊz]
ˈɑ:	ask [ɑ:sk], father [ˈfɑ:ð ə], car [kɑ:]	ai	I [ai], my [mai] five [faiv]
ɔ	on [ɔn], off [ɔf], dog [dɔg]	au	our [aʊə], now [naʊ], house [haʊs]
ɔ:	all [ɔ:l], more [mɔ:], thought [θɔ:t]	ɔi	oil [ɔil], boy [bɔi], noise [nɔiz]
u	foot [fut], book [buk], put [put]	iə	ear [iə], here [hiə], beard [biəd]
u:	do [du:], you [ju:], food [fu:d]	ɛə	air [ɛə], hair [heə], there [ð ɛə]
		ʊə	poor [puə], sure [ʃʊə]

双元音

ei April [ˈeiprəl], they

B. Greetings 问候

Hello.

Hello.

How do you do?

How do you do?

Glad to meet you.

Glad to meet you, too.

Good morning.

Good morning.

Good afternoon.

Good afternoon.

Good evening.

Good evening.

How are you?

Very well, thank you.

Have a good time in our hotel.

Thank you.

Lesson Two

A. Phonetic Revision (II)

语音复习 (2)

清辅音

p pen [pen], top [tɒp],

paper [ˈpeɪpə]

t tea [ti:], eat [i:t],

water [ˈwɔ:tə]

k cake [keɪk], clock

[klɒk], worker

[ˈwɜ:kə]

f face [feɪs], off [ɒf],

different [ˈdɪfrənt]

s son [sʌn], yes [jes],

sister [ˈsɪstə]

θ think [θɪŋk], both

[bəuθ], nothing

[ˈnʌθɪŋ]

ʃ she [ʃi:] wash [wɒʃ],

fashion [ˈfæʃən]

tʃ choose [tʃu:z],

church [tʃɜ:tʃ],

picture [ˈpɪktʃə]

tr tree [tri:], country

[ˈkʌntri], attract

[əˈtrækt]

h he [hi:], who [hu:],

behind [biˈhaɪnd]

浊辅音

b be [bi:], knob [nɒb],

baby [ˈbeɪbi]

d day [deɪ], bed [bed],

order [ˈɔ:də]

g go [gəʊ], bag [bæg],

sugar [ˈʃʊgə]

v very [ˈveri], of [ɒv],

river [ˈrɪvə]

z is [ɪz], was [wɒz],

lazy [ˈleɪzi]

ð this [ðɪs], with

	[wið],	brother		['teibl],	cellar	['selə]
	['brʌðə]		m	my	[mai],	home
ʒ	pleasure	['pleʒə],		[həʊm],	common	
	usual	['ju:ʒuəl]		['kɒmən]		
dʒ	jug	[dʒʌg],	n	no	[nəʊ],	on [ɔn],
	bridge	[brɪdʒ],		dinner	['dɪnə]	
	enjoy	[ɪn'dʒɔɪ]	ŋ	ring	[rɪŋ],	ink [ɪŋk],
dr	drag	[dræg],		longer	['lɒŋgə]	
	hundred	['hʌndrəd],	w	we	[wi:],	what
	address	[ə'dres]		[wɒt],	away [ə'wei]	
r	red	[red],	j	you	[ju:]	few [fju:],
	fruit	[fru:t],		beautiful	['bjʊ:tɪfʊl]	
	sorry	['sɒri]				
l	low	[ləʊ],				
	table					

B. Getting Acquainted 结识

Excuse me, may I know your name?

My name is Alice Smith, the attendant here.

Is this your first visit to China?

Yes, I'm from America. I got to Shanghai this morning.

How long are you going to stay here?

Three days.

Please sit down and make yourself at home.

Thank you.

We hope you'll enjoy your visit here.

Thank you.

It's a nice day, isn't it?

Yes, It's a lovely day.