

<<饭店服务英语>>

图书基本信息

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内容概要

《饭店服务英语（第2版）》系国家旅游局组织编写的旅游职业高中英语口语教材。

全书共分5个部分，52个单元，包括150多个情景对话。

内容涉及饭店对客服务的全过程。

单元还设有“词组和表达法”、“注释”和“练习”等项目。

《饭店服务英语（第2版）》也适合宾馆和饭店职业培训、社会办班以及具有高中英语水平的读者自学之用。

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书籍目录

Part 1 CourtesiesUnit 1 GreetingsUnit 2 IntroductionUnit 3 PartingUnit 4 Requests and ResponsesUnit 5 Thanks and ResponsesUnit 6 ApologiesUnit 7 Asking the WayUnit 8 Asking Time and DatesPart 2 Front Desk ServiceUnit 9 Reservation (I) Unit 10 Reservation () Unit 11 Guest ArrivalUnit 12 Check-in (I) Unit 13 Check-in () Unit 14 Bringing the Guest to RoomUnit 15 Delivering BagsUnit 16 CloakroomUnit 17 Information DeskUnit 18 MessagesUnit 19 Foreign ExchangeUnit 20 Bringing Baggage DownUnit 21. Checking OutPart 3 Housekeeping ServiceUnit 22 Room CleaningUnit 23 Lending Articles to GuestsUnit 24 Damage ProblemsUnit 25 Dealing with ComplaintsUnit 26 Lost and Found (I) Unit 27 Lost and Found () Unit 28 Laundry (I) Unit 29 Laundry () Part 4 Food & Beverage ServiceUnit 30 Taking a ReservationUnit 31 Receiving the DinerUnit 32 Taking OrdersUnit 33 BreakfastUnit 34 LunchUnit 35 DinnerUnit 36 Buffet and Snack BarUnit 37 In a Chinese RestaurantUnit 38 Room ServiceUnit 39 In the BarUnit 40 Dealing with RequestsUnit 41 Dealing with ComplaintsUnit 42 Giving the BillPart 5 Other ServicesUnit 43 Shopping (I) Unit 44 Shopping () Unit 45 Telephone Calls (I) Calls from OutsideUnit 46 Telephone Calls () Calls from Guest RoomsUnit 47 Telephone Calls () International CallsUnit 48 Sport and Keep-fitUnit 49 At the Post OfficeUnit 50 Hair-dressingUnit 51 Convention FacilitiesUnit 52 Booking Tickets

<<饭店服务英语>>

章节摘录

C: Room Reservations. May I help you, sir? G: Yes, my name is Athos, and I made a reservation for 3 nights from March 5th. Id like to extend it another two nights until the 9th. C: For 5 nights from March 5th until March 9th? G: Thats right. C: Will there be any change in your room type?Your reservation is for a twin room. G: No. C: Thank you, sir. We will extend your reservation for you. C: Room Reservations. May I help you, maam? G: Id like to cancel a reservation. C: In whose name was the reservation made? G: Alan Bell. C: How do you spell that, please? G: B-E-double L. C: What was the date of the reservation? G: From February 27th for 3 nights. C: Excuse me. But is the reservation for yourself or for another party? G: Its for my boss. C: May I have your name and phone number, please? G: Yes, its Ellen Green and my number is 245-3971. C: Thank you, maam. I will cancel Mr Bells reservation for February 27th for 3 nights. My name is Wang Ying and we look forward to another chance to serve you.

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