

<<饭店情景英语>>

图书基本信息

书名：<<饭店情景英语>>

13位ISBN编号：9787309012736

10位ISBN编号：7309012739

出版时间：1991-12

出版时间：复旦大学出版社

版权说明：本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问：<http://www.tushu007.com>

<<饭店情景英语>>

内容概要

内 容 提 要

本书是根据涉外餐旅业实际需要编写的英语岗位培训教材。

全书分为五部分，分别介绍宾馆的前厅、客房、餐厅、商场和管理部门的常用口语。

课文采用情景对话的形式，并有语法结构和功能简介，每篇课文后有大量练习，各部分后还有总复习练习。

附录

中收进了餐旅业工作人员常用的简易英语和有关术语。

本书也可供其他方面的涉外工作人员和广大英语学习者阅读和参考。

本书课文会话已由外国语言专家录音，并制成音带供读者学习时使用。

为了帮助读者学习，本书作者另外编写了《饭店情景英语学习指南》一书，提供了本书课文译文和练习答案。

<<饭店情景英语>>

书籍目录

CONTENTS

目录

PART I THE FRONT OFFICE

前厅

INTRODUCTION (导言) : The Manager's Remarks
(经理的话)

UNIT 1 Room Reservations (预订客房)

1-1 A Long Distance Call Reservation (长途电话预订)

1-2 A Group Reservation (团体预订)

1-3 A Local Call Reservation (市内电话预订)

Structure Study: will be+doing sth (将来进行时)

Function Study: Connecting Telephone Calls (电话接线)

Exercises (练习)

UNIT 2 At the Reception Desk (接待处)

2-1 At the Entrance (门口)

2-2 The Registration (登记)

2-3 Receiving a Walk-in Guest (接待过路客人)

Structure Study: to be going to do sth (一般将来时)

Function Study: Greetings and Getting Acquainted

(招呼与结识)

Exercises (练习)

UNIT 3 The Bellman (应接服务员)

3-1 Carrying Baggage (搬运行李)

3-2 Introducing Hotel Services (介绍酒店服务)

3-3 Ticket-booking Service (订票)

Structure Study: Let me Please don't Cffiffi"])

How !Whata !? (天啊!)

Function Study: Offering Help (提供帮助)

Exercises (练习)

UNIT 4 At the Information Desk (信息台)

4-1 MailService (邮件服务)

4-2 Introducing Some Scenic Spots (介绍景点)

4-3 Showing the Way (指路)

Structure Study: Have you yet? (你...了吗?)

Function Study: Showing the Directions (指示方向)

Exercises (练习)

UNIT 5 The Cashier (收银员)

5-1 Foreign Currency Exchange (外币兑换)

5-2 Checking Out (结账)

5-3 Mis-calculation (计算错误)

Structure Study: We hope that (我们希望...)

Function Study: Bidding Farewell (告别)

Exercises (练习)

UNIT 6 Settling Guests' Complaints (处理客人投诉)

6-1 Changing a Room (换房)

<<饭店情景英语>>

6-2 At the Lost and Found Desk (^WWI^)

6-3 Charging More (MW.^.)

Structure Study: He said (that) he

He told me(that) he W^^fS)

Function Study: Answering Complaints (["I^Si^)

ExercisesC^^J)

CONSOLIDATION (X^?)

PART THE HOUSEKEEPING DEPARTMENT

房务部

INTRODUCTION (导言) : The Manager's Remarks
(经理的话)

UNIT I Guiding the Guests to Their Rooms (引进客房)

I-1 Recognizing the Guests (迎接新客)

I-2 About the Room Facilities (介绍房间设施)

1-3 About the Hotel Services (介绍服务项目)

Structure Studys more than/the most
(形容词和副词的比较级和最高级)

Function Study: Imparting and Reporting Factual Information
(陈述和转述事实)

Exercises (练习)

UNIT 2 Chamber Service (客房服务)

2-1 Making Up the Room (收拾房间)

2-2 The Turn-down Service (做晚床)

2-3 Repairing the TV Set (修理电视机)

Structure Study: to have it done (使役动词)

Function Study: Promising (许诺)

Exercises (练习)

UNIT 3 Special Services (特别服务)

3-1 Buying Things on Request (代客人购物)

3-2 About Room Service (客房用餐服务)

3-3 At Tea Time (茶点时间)

Structure Study: or ?

? (选择问句)

Function Study: Expressing and Responding to Gratitude
(表示和回答感谢)

Exercises (练习)

UNIT 4 Laundry Service (洗衣服务)

4-1 Explaining How to Get the Service (介绍洗衣服务)

4-2 Suggesting the Express Service (建议快洗服务)

4-3 "Honesty Is the Best Policy. " (诚实至上)

Structure Study: be+ done (被动语态)

Function Study: Expressing Obligation (责任)

Exercises (练习)

UNIT 5 Miscellaneous Services (多项服务)

5-1 Providing Something Extra on Request

(提供额外用品)

5-2 About Baby-sitting Service (托婴服务)

<<饭店情景英语>>

5-3 Dealing with Emergency (处理紧急情况)

Structure Study: It's for sb to do sth (先行词 it)

It's that (who whom) (强调型句型中的 it)

Function Study: Sympathizing (同情)

Exercises (练习)

UNIT 6 Wake-up Call Service (唤醒服务)

6-1 Explaining Time Differences (解释时差)

6-2 A Morning Call (叫早电话)

6-3 Leaving the Hotel (离店)

Structure Study: You're, aren't you? (反意问句)

Function Study: Giving Explanation (解释)

Exercises (练习)

CONSOLIDATION (复习)

PART FOOD AND BEVERAGE DEPARTMENT

? 餐饮部

INTRODUCTION (导言): The Manager's Remarks
(经理的话)

UNIT 1 At the Bar (酒吧)

1-1 Shanghai Cocktail (上海鸡尾酒)

1-2 Chinese and Foreign Wines (中外酒类)

1-3 Passing on a Message (传递口信)

Structure Study: What to do (不定式)

Function Study: Stating Preference (抉择)

Exercises (练习)

UNIT 2 Seating the Diners (顾客就座)

2-1 Receiving the Diners (接待顾客)

2-2 A Reservation Call (订餐电话)

2-3 When the Restaurant Is Full (餐厅客满时)

Structure Study: may might could can't must have
done (情态动词)

Function Study: Asking for Repetition (请求复述)

Exercises (练习)

UNIT 3 Taking Orders (点菜)

3-1 Helping to Order Dishes (帮助点菜)

3-2 Chinese Food (中国菜)

3-3 Wine Orders (点酒)

Structure Study: who whom whose which that
when where (定语从句)

Function Study: Making Suggestions (建议)

Exercises (练习)

UNIT 4 Serving Dishes (上菜)

4-1 Misserving (上错菜)

4-2 Normal Service for a Chinese Banquet
(中式宴会的正规服务)

4-3 Offering Room Service (提供客房内用餐服务)

Structure Study: if (真实条件从句和非真实条件从句)

Function Study: Apologizing (道歉)

<<饭店情景英语>>

Exercises (练习)

UNIT 5 Birthday Party (生日晚会)

5-1 Going to a Chinese Birthday Party

(参加中式生日宴会)

5-2 The Longevity Noodles (长寿面)

5-3 Birthday Cake (生日蛋糕)

Structure Study: what is (what从句)

Function Study: Expressing Wishes and Congratulations

(祝愿和庆贺)

Exercises (练习)

UNIT 6 Ways of Paying (付款方式)

6-1 Signing the Bill (签帐单)

6-2 Paying with the Credit Card (用信用卡来付帐)

6-3 How to Pay for a Dinner Party of 200 People

(200人宴会如何结算)

Structure Study: V-ing (动句词和现在分词)

Function Study: Asking for Opinions (征求意见)

Exercises (练习)

CONSOLIDATION (复习)

PART IV SHOPPING ARCADE

商场部

INTRODUCTION (导言): The Manager's Remarks

(经理的话)

UNIT 1 At the Tourist Souvenirs Department

(在旅游纪念品部)

1-1 Greeting Customers (招呼顾客)

1-2 Recommending a Toy (推荐玩具)

1-3 Testing the Quality (检测质量)

Structure Study: V-ed (过去分词)

Function Study: Recommending (推荐)

Exercises (练习)

UNIT 2 At the Textile and Knitwear Department

(在纺织品部)

2-1 Talking about Fashion (谈论时装款式)

2-2 Choosing Colorful Silk Fabrics (挑选彩色丝绸面料)

2-3 "The Great Wall Is Very Close to Me."

(长城与我很贴近)

Structure Study: will have done (将来完成时)

Function Study: Making Business Appointments

(业务约会)

Exercises (练习)

UNIT 3 At the Arts and Crafts Department

(在工艺品部)

3-1 Correcting Errors (纠正错误)

3-2 Holding One-price Policy (坚持货不二价方针)

3-3 Cooling Off a Persistent Guest (摆脱客人纠缠)

Structure Study: Parenthesis (插入语)

<<饭店情景英语>>

Function Study: Declining (谢绝)

Exercises (练习)

UNIT 4 Pharmacy and Foodstuff (药品和食品)

4-1 Persuading the Customer to Buy (说服客人买东西)

4-2 Handling Difficult Situations (应付困难局面)

4-3 Wrapping the Goods (包装货物)

Structure Study: Ellipsis (省略)

Function Study: Stating Cautions and Prohibitions
(告诫和禁止)

Exercises (练习)

UNIT 5 Chinese Seal Cutting, Paintings and Stationery

(刻印、绘画和文具)

5-1 Making a Symbol of Love (爱的象征)

5-2 Bringing Up a Better Understanding of Chinese
Culture (深入了解中国文化)

5-3 Ancient Culture and New Skills (古文化与新手艺)

Structure Study: Inversion (倒装)

Function Study: Expressing Possibility (表达可能性)

Exercises (练习)

UNIT 6 At the Cashier's Desk, etc (在帐台等)

6-1 Talking about Sizes (谈论尺码)

6-2 Showing by Comparison (货比货)

6-3 At the Cashier's Desk (在帐台)

Structure Study: Prepositions (介词)

Function Study: Hesitating (犹豫)

Exercises (练习)

CONSOLIDATION (复习)

PART V ENGLISH FOR HOTEL MANAGEMENT

饭店管理英语

INTRODUCTION (导言): The General Manager's
Remarks (总经理的话)

UNIT 1 Hosting Guests (招待宾客)

I-1 General Manager's Welcoming Speech

(总经理的欢迎辞)

I-2 Congratulating a Guest on Her Birthday

(祝贺客人生日)

1-3 PR Manager's Farewell Speech

(公关部经理的告别辞)

Structure Study: "could" and "would"

Function Study: Representing Someone or a Group
(代表个人或团体)

Exercises (练习)

UNIT 2 Sales Promotion (推销)

2-1 Making an Appointment (约会)

2-2 Talking about Hotel Reservations

(洽谈饭店预订事宜)

2-3 Negotiating on Terms (谈判价格)

<<饭店情景英语>>

Structure Study: "have to" and "must"

Function Study: Negotiating (谈判)

Exercises (练习)

UNIT 3 Public Relations (公共关系)

3-1 Arranging for a Convention (安排分议)

3-2 Offering Special Services (提供特别服务)

3-3 Soliciting Comments and Suggestions

(收集意见和建议)

(定冠词 "the" 的用法)

Function Study: Politely Asking for Information or Consent

(有礼貌地询问情况或征得同意)

Exercises (练习)

CONSOLIDATION (复习)

APPENDIX I ELEMENTARY ENGLISH FOR

HOTEL STAFF AND MANAGEMENT

(饭店员工、干部用基础英语)

1 Courtesy English (通用礼貌英语)

2 For Hotel Staff (饭店员工用)

3 For Hotel Management (饭店干部用)

4 For Hotel Shops (商场员工用)

APPENDIX USEFUL WORDS AND EXPRESSIONS

FOR HOTEL SERVICES

(饭店服务常用词语)

1 At the Beauty Center (在美容中心)

2 At the Fitness Center (在健身中心)

3 Common Abbreviations for Hotel Business

Terminology (饭店业通用缩略语)

APPENDIX MENUS OF CHINESE AND WES-

TERN CUISINES (中西菜谱举例)

1 Guangdong Cuisine (粤菜)

2 Sichuan Cuisine (川菜)

3 French Cuisine (法国菜式)

4 Japanese Cuisine (日本菜式)

APPENDIX HOTEL ORGANIZATION CHART

(饭店机构表)

<<饭店情景英语>>

版权说明

本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问:<http://www.tushu007.com>