

<<酒店实务英语>>

图书基本信息

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内容概要

本书以行动导向理论为指导，从酒店工作过程与典型的工作任务出发，以酒店实务为视点，创建基于行动领域的学习情境，组织教学内容，以期让学习者通过课程学习，建构其酒店服务情境下的英语交际能力。

该教材遵循职业针对性、岗位实用性、实践可操作性原则，优化实训课程结构和内容；方便教师使用以学生为中心，教学做合一、理论与实施合一、工学结合的教学模式，开展酒店实务英语教学。

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R=Reservation Clerk M=Mary Wang R : Good afternoon. This is Room Reservation. May I help you ?

M : Yes. Do you have a single room for seven nights from September 1 st to 7th ?

R : Just a moment , please. I am sorry , madam. We are fully booked in that period. M : Oh , that's too bad. R : Is it possible for you to change your reservation date' ?

M : No , I'm afraid not. R : Would you like us to put you on our waiting list and call you in case we have a cancellation ?

M : That sounds , good , but if you do have any cancellations , could you let me know as soon as possible ?

R : Sure. Besides , you can check from Internet to see if you have got the reservation. We have a global reservation system through the Internet. Our website is . M : Thank you. That's very kind of you. By the way , could you please recommend another hotel which is close to your hotel ?

Just in case. R : Certainly. I'd suggest that you try Beijing International Hotel. M : Do you know the rate for a single room there ?

R : Well , the same to our hotel. It is US\$100 per night. M : I see. Do you know the telephone number ?

R : Yes , it's 010-5679-3243. Shall I call the hotel for you now ?

M : No , thank you very much. I really appreciate your help. Goodbye. R : Goodbye. Thank you for calling.

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