

<<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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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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