

<<饭店服务英语>>

图书基本信息

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前言

本书是教育部新世纪高职高专教育人才培养模式和教学内容体系改革与建设项目成果教材。

本书从饭店从业人员的实际工作需要,尤其是从提高饭店服务人员的英语交际能力出发进行构思、设计和编写,形式新颖、选材独到、内容丰富、语言规范、针对性强,对提高高职高专院校饭店管理与服务专业学生的英语交际能力具有实用价值。

本书共有四个专题二十七单元,每个单元由三个部分组成: 第一部分为教学与考核要点,给出的是本单元的讲授、学习与考核要点。

其目的是使教师和学生把握本单元的教学重点,使其教有目标、学有方向、考有重点。

第二部分为情景对话,内容的编排按照客人住店的时空顺序依次展开。

前厅、客房部分情景对话的编排次序为预订客房、登记入住、进入房间、收发洗衣、问讯、投诉、结账离店;餐厅部分情景对话的编排次序为订位、安排入座、点菜、席间服务、投诉、结账等。

对话情景的选择贴近饭店各相关部门的工作实际,所用语言简洁、规范,针对性和实用性强,便于学生学习、理解和掌握,更有利于学生英语口语交际能力的训练和提高。

第三部分为相关知识链接,安排一至两篇与本单元情景对话内容相关的阅读材料。

具体内容涉及饭店的划分、饭店相关部门介绍、员工工作职责、客房的类型、中餐分类、餐桌礼仪、如何处理投诉等等,旨在扩大学生的词汇量、拓宽学生的知识面,并对情景对话部分形成辅助和支撑。

在情景对话和阅读材料之后,安排了精心设计的练习,便于学生对相关知识点和语言点的进一步理解和掌握。

本书构思独特、内容新颖、实用性强、使用面广,既可作为高职高专院校饭店管理与服务专业的专业教材,也可供饭店从业人员或其他自学者学习之用。

本书还配有录音光盘,可作为听、说训练的素材。

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内容概要

《饭店服务英语》是教育部新世纪高职高专教育人才培养模式和教学内容体系改革与建设项目成果教材，是组织有关教育部高职高专教育专业教学改革试点院校编写而成的。

全书由四个专题共二十七单元组成，每个单元包括教学与考核要点、情景对话和相关知识链接三个组成部分。

书后附有饭店服务英语常用句型和专业词汇。

《饭店服务英语》还配有录音光碟，可作为听、说训练素材。

《饭店服务英语》可作为高等职业院校、高等专科学校、成人高等院校、本科院校高职教育相关专业学生的学习用书，也可供五年制高职院校、中等职业学校学生及社会从业人员使用。

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章节摘录

In the food service business, beverage service is extremely profitable. Many establishments offer drinks as part of the complete meal service, but for many others drinks are the principal part of the business. There are different kinds of places that primarily serve alcoholic beverages: in the United States the most common is a bar (called a pub, short for public house, in England) with a long counter from which drinks are dispensed; a cocktail lounge usually has a bar, small tables, a relaxed atmosphere, and minimal entertainment; a tavern is an older term for a similar place which is usually in a residential or industrial neighborhood; night clubs offer the additional attractions of dance music, meals, and entertainment. In restaurants where alcoholic beverages are part of the meal service, they can be grouped into three categories: before-dinner, with-dinner, and after-dinner drinks. The most common before-dinner drink is the cocktail, a concoction of liquor (such as gin, rye, and rum which are 80 to 100 proof) and ingredients such as bitters, fruit juices, ice and fruit. Some before-dinner drinks are unmixed, such as vermouth and sherry: these are usually called aperitifs after the French term meaning to stimulate the appetite. Drinks served with the meal are usually wine and beer. The customer makes a choice from a winelist, a menu of wines offered by the restaurant, listing the types and vintages. Some restaurants that are particularly luxurious employ a wine steward or sommelier that has information about the wines, takes orders, and serves them.

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