

<<宾馆英语-第二版>>

图书基本信息

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### 内容概要

《全国行业英语系列统编教材：宾馆英语（第2版）》共16单元，每单元分四大模块：听力模块、会话模块、理论模块和综合练习模块。听力模块包括两段听力和四种练习方式；会话模块含主体会话两则及配套练习四至五种；理论模块含课文一篇和案例分析题一则；综合练习模块则包含了大量结合专业的语言延伸和复合练习。每单元以上述的WWW系统为主线，突出一个主题，力求使学员对整个宾馆酒店业的全局了然于胸，同时养成其专业英语的交际能力。

书籍目录

UNIT ONE HOTEL INDUSTRY ABC .What Is a Hotel .How to Enter the Hotel World .Summary of our Work .Consolidation  
 UNIT TWO FRONT OFFICE ( ) Reservation Service .What to Do in Handling Room Reservations .How to Handle Room Reservations .Summary of our Work .Consolidation  
 UNIT THREE FRONT OFFICE ( ) ReceptionService .What Do You Know About a Registration Form .How to Register Guests .Summary of our Work .Consolidation  
 UNIT FOUR FRONT OFFICE ( ) Concierge Service .What Do We Do Every Day .How to Do Our Service Properly .Summary of our Work .Consolidation  
 UNIT FIVE FRONT OFFICE ( ) Cashier Service .What to Do with the Hotel Bills .How to Be a Hotel Cashier .Summary of our Work .Consolidation  
 UNIT SIX HOUSEKEEPING ( ) Guest-Room Service .What Work Is Included in This Department .How to Do the Chamber Service .Summary of our Work .Consolidation  
 UNIT SEVEN HOUSEKEEPING ( ) Personal Service .What Are Included in Personal Services .How to Offer Personal Services .Summary of our Work .Consolidation  
 UNIT EIGHT FOOD&BEVERAGE DEPARTMENT ( ) Chinese Restaurant Service .What Is Served Here .How to Work in the Food and Beveragc Department .Summary of our Work .Consolidation  
 UNIT NINE FOOD&BEVERAGE DEPARTMENT ( ) Western Restaurant Service .What Is Served in a Western Restaurant .How to Serve Western Cuisine .Summary of our Work .Consolidation  
 UNIT TEN FOOD&BEVERAGE DEPARTMENT ( ) UNIT ELEVEN SHOPPING ARCADE  
 UNIT TWELVE RECREATION DEPARTMENT  
 UNIT THIRTEEN EVENT DEPARTMENT  
 UNIT FOURTEEN SALES&MARKETING DEPARTMENT  
 UNIT FIFTEEN SETTLING COMPLAINTS  
 UNIT SIXTEEN HOTEL MANAGEMENT  
 Appendix

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