

<<饭店管理实用英语>>

图书基本信息

书名：<<饭店管理实用英语>>

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内容概要

为了适应我国旅游业尤其是饭店业持续发展的需要，中等职业教育规划教材编写组筹划编写了本教材——饭店管理实用英语。

以期为提高相关专业学生和从业人员的英语交际能力，培养业务精通、英语熟练、全面发展的新时期饭店服务及管理人才略尽微薄之力。

同时，随着国家经济发展、社会进步以及2008年北京奥运会的临近，中国的旅游业和饭店业也势必迎来新的黄金发展期。

出版本书的目的也在于帮助饭店广大员工和从事旅游行业的职员提高英语听说能力以及英语表达水平，为客人们，尤其是外国客人提供更优良，更周到的服务。

根据本行业以及本专业的特点，我们在编写本教材的时候主要遵循了交际教学法的原则。

注重培养学习者的语言交际能力，会话能力和语言应用能力。

全书共分6个单元，23课。

每课由warm—up，conversation，text，word bank，practical terms and expressions，notes和exercises组成。

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Unit Four Food & Beverage Services Lesson 1 Restaurant Reservation Lesson 2 Receiving the Guest Lesson 3 Taking Orders and Serving Food Lesson 4 Bar Services Lesson 5 Paying the Bill
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Unit Six Recreation and Fitness Center Lesson 1 At the Recreation and Fitness Center Lesson 2 At the Beauty Parlor

章节摘录

The Front Office and the Housekeeping Department shall prepare their room status reports at the same time. The preparations shall be done as frequently as they are needed by the management of the hotel. Their room status reports shall list, according to each department, the recent room status of each room in the hotel. Later, these two reports shall be cross-referenced and compared to detect room status discrepancies. And those discrepancies shall be corrected as soon as possible in order to maximize the room revenue. If guests have demanded certain specific needs at the reservation or registration process, the Front Office Department shall communicate this directly to the Housekeeping Department ; or the Front Office Department shall communicate this indirectly to the Concierge who shall further communicate this to the Housekeeping Department. Those specific needs may be related to certain specific amenities or facilities that need to be provided in the room. Whatever they are, the Housekeeping Department shall follow up to ensure the actual provision in a timely and accurate manner.

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