

<<饭店服务英语>>

图书基本信息

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前言

旅游作为文化创意产业的核心支柱，在国际交往、丰富社会生活、促进经济发展、构建和谐社会、弘扬中华文化等方面发挥着越来越大的作用，旅游业已成为我国服务经济发展的重要产业，在我国经济发展中占有极其重要的位置。

为了加快推动旅游业的发展，国务院常务会议于2009年讨论并通过《关于加快发展旅游业的意见》，旅游业被正式确立为国民经济的战略性支柱产业，这是党中央和我国政府的伟大战略决策。

随着全球旅游业的快速发展，特别是北京奥运会、上海世博会、广州亚运会陆续在我国举办，不仅使我国在国际的交往与交流更加频繁，也为我国旅游业的大发展提供了一个难能可贵的良好机遇。外语是涉外服务的工具，也是对外交流的重要手段。

英语是国际旅行的通用语言和主要的交际工具，旅游业从业人员的英语听说读写能力将直接影响着我国旅游饭店业的服务水平与发展速度。

面对国际饭店服务业激烈的市场竞争，加强旅游饭店经营管理模式的创新，加速旅游饭店服务英语专业人才培养已成为当前亟待解决的问题。

为满足日益增长的旅游市场需求，培养社会急需的饭店服务英语实用人才，我们组织多年在一线从事旅游饭店英语教学和实践活动的专家教授，共同精心编撰了此教材，旨在迅速提高学生和旅游饭店服务从业者的专业素质，更好地服务于我国旅游饭店事业。

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内容概要

本书突出旅游饭店服务行业特点,注重应用型人才培养,结合国际旅游饭店行业发展的新形势和新特点,依照旅游饭店岗位服务场景、工作流程和职业技能要点,主要介绍旅游饭店各相关部门服务与管理等基本知识,并通过旅游饭店企业真实工作情境指导学生实训,以达到学以致用、强化技能培养的目的。

本书融入了饭店英语最新的实践教学理念,突出“以任务为导向,以学生为核心”的教育模式;教师的作用不再体现为系统传授知识,而是“启发”和“指导”学生自主学习,创造性地学习,从而能够充分提高学生的综合素质和业务水平,尽快适应职业岗位,提高服务技能。

本书附有听力训练和练习答案的配套光盘。

本书既可作为职业院校旅游和饭店管理专业的教材,也可作为旅游饭店企业在职从业者及管理人員的岗位培训教材。

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章节摘录

Cashiers who work for hotels generally keep track of charges to guests for room services, telephone calls, dealing with foreign currency exchange, and valet service. Some sophisticated cash registers are linked to computer systems that can do all these things automatically. Sometimes cashiers assign and take care of safe-deposit boxes in which guests store jewelry and other valuables. They may also have front desk duties such as notifying hotel desk clerks when guests check out.

When preparing a guest's bill, the cashier should pay special attention to the following things:

1. Check if the guest has paid a reservation deposit. If he has, take the amount of his deposit out of the bill.
2. Check with the guest if he is entitled to any kind of discount or complimentary rate. If he is, make the necessary deduction.
3. Remind the guest to return his room key to the reception before he leaves the hotel.
4. If the guest settles his account in travelers check, make sure that he countersigns the check in front of you. Do not accept checks that have already been countersigned. Then compare the two signatures carefully. When a travelers check is suspected to be a counterfeit, first look at the check closely and see if the portrait and patterns are clearly printed. Then feel the check with your hand. With some travelers checks, the cashier can look for watermarks by holding the check against the light or look for the special ink color by putting the check under an ultraviolet light.

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