

<<饭店英语>>

图书基本信息

书名：<<饭店英语>>

13位ISBN编号：9787307055278

10位ISBN编号：7307055279

出版时间：2007-10-1

出版单位：湖北武汉大学

作者：饶莉啦主编

页数：293

字数：339000

版权说明：本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问：<http://www.tushu007.com>

## <<饭店英语>>

### 内容概要

本书针对高职高专学生的实际需求和教育的特殊规律，从我国旅游业的实际需要出发，紧密结合饭店行业的工作特点，以涉外饭店一线部门的服务流程和岗位职责为主线，概括了涉外饭店的主要服务内容和规范用语。

本书加配由纯正美语录制的MP3光盘，更适宜教师和学生使用。

## &lt;&lt;饭店英语&gt;&gt;

## 书籍目录

Part One The Front Office Unit 1 Room Reservations Dialogue 1 A Long Distance Call Reservation  
 Dialogue 2 A Group Reservation Dialogue 3 An Individual Reservation Unit 2 At the Reception Desk  
 Dialogue 1 Registering an Individual Guest Dialogue 2 Receiving a Tour Group Dialogue 3 Extending  
 Stay Unit 3 The Bellboy Dialogue 1 Showing a Guest to the Floor Dialogue 2 Introducing the Room  
 Facilities Dialogue 3 Running Errands for the Guest Unit 4 The Cashier Dialogue 1 Exchanging  
 Money Dialogue 2 Checking Out Dialogue 3 Paying with Credit Cards Unit 5 At the Business Center  
 Dialogue 1 Mail Service Dialogue 2 Internet Service Dialogue 3 Sending a Fax Unit 6 Changing  
 the Room Dialogue 1 Changing the Room Dialogue 2 It's Too Noisy Dialogue 3 A Room with A  
 King-size Bed Part Two The Housekeeping Department Unit 1 Making up the Room Dialogue 1 Could  
 You Do Our Room First Next Time Dialogue 2 What Time to Clean Your Room Dialogue 3  
 Turn-down Service Unit 2 Laundry Service Dialogue 1 Introducing Laundry Service Dialogue 2  
 Express Laundry Service Dialogue 3 In the Laundry Unit 3 Wake-up Call Service & Special Service  
 Dialogue 1 Wake-up Call Service Dialogue 2 Baby-sitting Service Dialogue 3 Preparing for a Birthday  
 Party Unit 4 Miscellaneous Service Dialogue 1 Maintenance Service Dialogue 2 Complaints  
 Dialogue 3 The Lost Diamond Earrings Part Three Food and Beverage Department Unit 1 Chinese  
 Restaurant Dialogue 1 Reserving a Table Dialogue 2 At a Chinese Restaurant Dialogue 3 Chinese  
 Cuisine Unit 2 Western Restaurant Dialogue 1 At a Western Restaurant Dialogue 2 Dining a la Carte  
 Dialogue 3 Wine Sales ..... Part Four Shopping and Entertaining Services Appendix Key to Exercises 参考书目

<<饭店英语>>

版权说明

本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问:<http://www.tushu007.com>