

<<实用饭店情景英语>>

图书基本信息

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作者：郭兆康 编

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前言

《饭店情景英语》问世已逾廿载，深蒙读者厚爱。为适应我国饭店业的蓬勃发展，为满足广大读者更高、更新的要求，在复旦大学出版社的大力支持下，我们原书主要作者本着与时俱进的精神，认真总结教学培训的经验，倾听行业员工和专家的意见，集思广益，群策群力，重新编写了Hotel English Alive（《实用饭店情景英语》）。本书可供饭店业各部门，尤其是一线从业人员自学或作岗位培训用书，也可供各级各类大中专旅游院校相关专业作专业英语教材。

本书遵循情景功能原则和任务为本（task-based）的原则，密切结合饭店行业发展的新趋势、新特点、新要求，充分考虑使用者的实际情况和实际要求，力争做到内容的应用性、系统性、得体性、前瞻性。

在体例上，我们保持相对合理的整体框架。

尤其要指出的是，我们在每一单元中，都以显性或隐性的形式确保每一岗位有五个以上的情景对话来描述和体现其岗位规范、服务理念、工作任务和基本用语。

从而让学习者切实理解和掌握在该岗位应该做什么、说什么、怎么做、怎么说。

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内容概要

《实用饭店情景英语》根据新世纪饭店业发展的新成果、新趋势和新要求，综合介绍了饭店各主要服务和管理部门的涉外工作流程和英语用语规范，着重培养饭店业员工和外宾进行有效沟通的评议能力和工作能力。

全书分为五个部分，分别介绍宾馆的前厅、客房、餐饮、商场和管理部门的常用口语。

课文采取对话形式，并有语法结构和功能简介，每篇课文后都有大量练习，各部分后还有总复习练习。

附录中收进了餐旅业员工常用的简易英语和有关术语。

《实用饭店情景英语》既可作为涉外宾馆员工英语培训教材，也可作为各级各类旅游院校相关专业的专业英语教材，也可供其他涉外工作人员和广大英语学习者阅读和参考。

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书籍目录

Part The Front Office The Manager's Remarks (经理的话) Unit 1 Room Reservations (预订客房) 1-1 A Long Distance Call Reservation (长途电话预订) 1-2 A Group Reservation (团体预订) 1-3 A Face to face Reservation (门市预订) Structure Study: will be+doing sth. (将来进行时) Function Study: Connecting Telephone Calls (电话接线) Exercises (练习) Unit 2 At the Reception Desk (在接待处) 2-1 Registration (登记住宿) 2-2 Checking in a Group (团队登记住宿) 2-3 Extending the Stay (续住) Structure Study: to be going to do sth. (一般将来时) Function Study: Greetings and Getting Acquainted (招呼与结识) Exercises (练习) Unit 3 Concierge (I) (礼宾部) 3-1 See-in Service (接机) 3-2 Introducing Hotel Services (介绍饭店服务) 3-3 About Slow Delivery of Baggage (抱怨行李运送太慢) Structure Study: Let me ... Please don't ... (祈使句) How ... ! What a ... ! (感叹句) Function Study: Offering Help (提供帮助) Exercises (练习) Unit 4 Concierge (II) (礼宾部) 4-1 Introducing Some Scenic Spots (介绍景点) 4-2 Showing the Way (指路) 4-3 Ticket booking Service (订票服务) Structure Study: Have you ... yet? (现在完成时) Function Study: Showing Directions (指路) Exercises (练习) Unit 5 The Business Center and the General Switchboard (商务中心和电话总机) 5-1 Fax Service (发传真) 5-2 Express Mail Service (特快专递) 5-3 Telephone Service (电话服务) Structure Study: to be doing sth. (现在进行时) Function Study: Expressing "Declination" (表达“谢绝”) Exercises (练习) Unit 6 The Cashier (收银) 6-1 Foreign Currency Exchange (兑换外币) 6-2 Checking Guest's Account (核查客人账目) 6-3 Checking out (结账离店) Structure Study: We hope that ... (宾语从句) Function Study: Bidding Farewell (道别) Exercises (练习) Unit 7 Settling Guests' Complaints (处理投诉) 7-1 Changing a Room (换房) 7-2 A Complaint About Something Lost (投诉物品丢失) 7-3 Handling a Complaint About Room Reservation (处理对客房预订的投诉) Structure Study: He said (that) he... He told me (that) he ... (间接引语) Function Study: Answering Complaints (答复投诉) Exercises (练习) Consolidation (复习) Part The Housekeeping Department The Manager's Remarks (经理的话) Unit 1 Guiding the Guests to Their Rooms (引客进房) 1-1 Recognizing the Guests (迎接新客) 1-2 About the Room Facilities (介绍房间设施) 1-3 About the Hotel Services (介绍服务项目) Structure Study: more ... than/the most ... (形容词和副词的比较级和最高级) Function Study: Imparting and Reporting Factual Information (陈述和转述事实) Exercises (练习) Unit 2 Chamber Service (客房服务) 2-1 Making up the Room (收拾房间) 2-2 Cleaning the Room (打扫客房) 2-3 The Turn down Service (做晚床) Unit 3 Personalized Services (个性化服务) Unit 4 Laundry Service (洗衣服务) Unit 5 Miscellaneous Services (多项服务) Unit 6 Wake up Call Service (唤醒服务) Unit 7 The Maintenance Service in the Guest Rooms (客房内各种维修服务) Part Food and Beverage Department Unit 1 At the Bar (酒吧) Unit 2 Seating the Diners (顾客就座) Unit 3 Chinese Cuisine (中餐) Unit 4 Western Cuisine (西餐) Unit 5 Serving Dishes (上菜) Unit 6 Birthday Party (生日晚会) Unit 7 Ways of Paying (付款方式) Part v Shopping Arcade Unit 1 At the Tourist Souvenir Department (在旅游纪念品部) Unit 2 At the Textile and Knitwear Department (在纺织织品部) Unit 3 At the Art and Craft Department (在工艺品部) Unit 4 At the Pharmacy and Foodstuff Counter (在药品和食品柜台) Unit 5 At the Chinese Seal Cutting, Paintings and Stationery Counters (在篆刻、绘画和文具柜) Unit 6 At the Cultural and Recreational Articles Department (在文化娱乐部) Unit 7 At the Cashier's Counter, etc. (在账台,等) Part Hotel Management Unit 1 At the Manager's Office (经理办公室) Unit 2 Hosting Guests (招待宾客) Unit 3 Sales Promotion (推销) Unit 4 Public Relations (公共关系) Unit 5 Settling Complaints (解决投诉) Unit 6 Dealing with Special Problems (应付特殊问题) Unit 7 Staff Recruitment and Orientation (人员招聘与迎新培训) Appendix I Elementary English for Hotel Staff and Management (饭店员工、干部基础英语100句) Appendix II Useful Words and Expressions for Hotel Services (饭店服务常用词语) Appendix III Menus of Chinese and Western Cuisines (中西菜谱举例) Appendix IV Hotel Organization Chart (饭店机构表)

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章节摘录

Scene : The room attendant (RA) with a trolley meets the Bellows in the corridor. RA : Good morning , Mr and Mrs Bellow. May I come through , please ?

Mrs Bellow (M) : Good morning. It's almost 11 o'clock , and our room hasn't been made up yet.

RA : I'm so sorry , madam. I was just coming along to your room. I'll be there as soon as I finish this one.

M : Really? Could you do our room first next time? We always seem to be the last. RA : Well , I have a section of fourteen rooms , and I always do the check-out rooms first unless there is a request. Mr Bellow (B) : Check-out rooms? What are they? Do you mean that the people who go out early to get their rooms done first? If that is so , we were out at 7 : 30 this morning.

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