

<<饭店英语>>

图书基本信息

书名：<<饭店英语>>

13位ISBN编号：9787560075457

10位ISBN编号：7560075452

出版时间：2008-5

出版时间：外语教学与研究出版社

作者：张文，韩常慧 主编

页数：204

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

本教材主要供高职高专饭店管理、餐饮管理与服务、旅游管理等专业的学生使用，具有以下特点：
选材全面，内容涉及预定、前厅服务、客房服务、餐饮服务、康乐与会议服务、投诉处理、销售、商务中心等工作环节；突出行业性和实用性，紧密联系饭店业的实际运作，结合本行业英语实践的特点，使学生能够在饭店常见的情景中自如地交流；编写设计新颖，图文并茂，内容生动，形式多样；配有形式活泼的助教课件，为教师授课和学生自学提供更多资源。

<<饭店英语>>

书籍目录

Unit 1 Reservations Part I Dialogues Part II Reading: Duties of a Reservationist Part III Further Reading: A New Way of Hotel Reservation
 Unit 2 Reception Part I Dialogues Part II Reading: How to Be a Qualified Front Desk Staff Part III Further Reading: Types of the Front Desk Staff in Hotels
 Unit 3 Concierge's Work Part I Dialogues Part II Reading: Introduction of Concierge's Work Part III Further Reading: Cultural Differences
 Unit 4 Housekeeping (I) Part I Dialogues Part II Reading: Duties and Responsibilities of Housekeeping Staff Part III Further Reading: Legal Obligations of the Housekeeping Department in America
 Unit 5 Housekeeping (II) Part I Dialogues Part II Reading: Duties of the Housekeeping Department Part III Further Reading: Room Service Procedure
 Unit 6 Maintenance Part I Dialogues Part II Reading: Responsibility of the Engineering Department Part III Further Reading: Various Calls to the Engineering Department
 Unit 7 Food & Beverage (I) Part I Dialogues Part II Reading: Job Categories and Responsibilities in the F&B Service Part III Further Reading: Greeting and Seating
 Unit 8 Food & Beverage (II) Part I Dialogues Part II Reading: Possible Restaurant Problems Part III Further Reading: Service of Red Wines
 Unit 9 Handling Complaints Part I Dialogues Part II Reading: Handling Complaints (I) Part III Further Reading: Handling Complaints (II)
 Unit 10 Sales Department Part I Dialogues Part II Reading: How Sales Department Functions Part III Further Reading: Hospitality Sales Distribution and Promotion
 Unit 11 At the Business Center Part I Dialogues Part II Reading: History of the Business Center Part III Further Reading: Electronic Business Center in Coral Gables, Fla., Hotel
 Unit 12 At the Recreation Center Part I Dialogues Part II Reading: Fitness Center Services in the Marquette Hotel Part III Further Reading: The Recreation Hotel
 Unit 13 At the Beauty Parlor Part I Dialogues Part II Reading: Welcome to Trends Beauty Parlor Part III Further Reading: Beauty Tips
 Unit 14 At the Shopping Arcade Part I Dialogues Part II Reading: Shopping in Honolulu's Hot Spot Part III Further Reading: Caesars Palace
 Unit 15 Checkout Part I Dialogues Part II Reading: Hotel Chains Try Self-Serve Kiosks for Check-in and Checkout Part III Further Reading: A Rethink for Hotel Checkout Times
 附录1：英汉饭店常用分类词汇表
 附录2：2006年度全球酒店集团100强

<<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>