

<<酒店房务英语>>

图书基本信息

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内容概要

近十年来，中国的高等职业教育发展已取得丰硕成果，大批综合素质高、动手能力强的高职学院毕业生深受用人单位的好评。

但仍然有一些基本问题亟待重视并从源头上加以解决，诸如高职院校毕业生的职业技能与用人单位岗位需求较大差距；为数不少的学生抱怨课程呆板落后、教材内容陈旧，而不能实现就业能力的有效培养，还形成某种程度上的低社会认同度。

笔者认为上述问题长期存在的一个重要原因是高职课程体系安排、教材建设的重点与特色不能符合人才培养的内在规律，专业英语教育的问题也在于此。

2010年7月29日，备受关注的《国家中长期教育改革和发展规划纲要（2010-2020年）》正式全文发布，这是我国进入21世纪之后的第一个教育规划，是今后一个时期指导全国教育改革和发展的纲领性文件。

《规划纲要》进一步明确提出要实施职业教育办学模式改革试点，以服务为宗旨，以就业为导向，推进教育教学改革，实行工学结合、校企合作、顶岗实习的人才培养模式，以切实提高职业教育教学质量为重点，满足经济社会对高素质劳动者和技能型人才的需要。

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The general manager typically designates which areas housekeeping will be responsible for cleaning. However, if areas of responsibility cross department lines, the managers of those departments must get together and settle among themselves any disputes about cleaning responsibilities. The agreement among the managers is then reported to the general manager for his or her approval. A housekeeping manager therefore requires a background of training and experience in all types of housekeeping work. This should provide him/her with confidence and ability to command respect and loyalty from the staff. A good housekeeping manager can effectively solve problems with other managers, thereby relieving the general manager of day-to-day, operational problems. Once housekeeping's areas of responsibility have been identified, the focus will be on analyzing the work required for cleaning and maintaining each area. The housekeeping department can have the following staff depending on the size of hotel: housekeeper and assistant housekeeper, chambermaids, cleaners, staff maids, cloakroom attendants, house porters, valets, laundry and linenkeeper. The housekeeping manager has the responsibility for all aspects of the housekeeping department, from the hiring of employees to the maintenance of operational expenses at or below budget. Interviewing, training, motivating, ordering, receiving and monitoring product quality all play a large role in the typical day of a housekeeping manager.

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