

<<邮轮实用英语>>

图书基本信息

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作者：杨杰|主编:马魁君

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内容概要

《邮轮实用英语》是笔者在航海技术类高等职业教育改革中的一种深度探索，其宗旨是引导学生在以邮轮服务工作过程为载体，按照国际邮轮的对客服务核心岗位，即邮轮餐厅服务、邮轮酒吧服务、邮轮事务与客房服务、邮轮厨房操作、船上康乐服务、船舶基础知识及海上安全应急等岗位上核心能力需要，将教学内容整合为6个工作模块。

在每个工作模块之内，则依据相应岗位的服务职责、关键环节、操作流程与操作技能安排5-11个教学与训练单元，每个单元的内容都精心设计了服务情境，便于教师利用工作情境提供的条件充分调动学生的学习与实践兴趣，以英语为工具，模拟主动对客服务、解答客人问题、应对突发情况、记录工作日志等工作过程，有利于学生在教师的引领下逐个环节地掌握国际邮轮服务与管理的基本知识和岗位操作技能。

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