

<<实用饭店情景英语>>

图书基本信息

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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。

## &lt;&lt;实用饭店情景英语&gt;&gt;

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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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