

<<饭店服务英语>>

图书基本信息

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内容概要

《饭店服务英语（第2版）》系国家旅游局组织编写的旅游职业高中英语口语教材。

全书共分5个部分，52个单元，包括150多个情景对话。

内容涉及饭店对客服务的全过程。

单元还设有“词组和表达法”、“注释”和“练习”等项目。

《饭店服务英语（第2版）》也适合宾馆和饭店职业培训、社会办班以及具有高中英语水平的读者自学之用。

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书籍目录

Part 1 Courtesies Unit 1 Greetings Unit 2 Introduction Unit 3 Parting Unit 4 Requests and Responses Unit 5 Thanks and Responses Unit 6 Apologies Unit 7 Asking the Way Unit 8 Asking Time and Dates

Part 2 Front Desk Service Unit 9 Reservation (I) Unit 10 Reservation () Unit 11 Guest Arrival Unit 12 Check-in (I) Unit 13 Check-in () Unit 14 Bringing the Guest to Room Unit 15 Delivering Bags Unit 16 Cloakroom Unit 17 Information Desk Unit 18 Messages Unit 19 Foreign Exchange Unit 20 Bringing Baggage Down Unit 21. Checking Out

Part 3 Housekeeping Service Unit 22 Room Cleaning Unit 23 Lending Articles to Guests Unit 24 Damage Problems Unit 25 Dealing with Complaints Unit 26 Lost and Found (I) Unit 27 Lost and Found () Unit 28 Laundry (I) Unit 29 Laundry ()

Part 4 Food & Beverage Service Unit 30 Taking a Reservation Unit 31 Receiving the Diner Unit 32 Taking Orders Unit 33 Breakfast Unit 34 Lunch Unit 35 Dinner Unit 36 Buffet and Snack Bar Unit 37 In a Chinese Restaurant Unit 38 Room Service Unit 39 In the Bar Unit 40 Dealing with Requests Unit 41 Dealing with Complaints Unit 42 Giving the Bill

Part 5 Other Services Unit 43 Shopping (I) Unit 44 Shopping () Unit 45 Telephone Calls (I) Calls from Outside Unit 46 Telephone Calls () Calls from Guest Rooms Unit 47 Telephone Calls () International Calls Unit 48 Sport and Keep-fit Unit 49 At the Post Office Unit 50 Hair-dressing Unit 51 Convention Facilities Unit 52 Booking Tickets

章节摘录

C: Room Reservations. May I help you, sir? G: Yes, my name is Athos, and I made a reservation for 3 nights from March 5th. Id like to extend it another two nights until the 9th. C: For 5 nights from March 5th until March 9th? G: Thats right. C: Will there be any change in your room type?Your reservation is for a twin room. G: No. C: Thank you, sir. We will extend your reservation for you. C: Room Reservations. May I help you, maam? G: Id like to cancel a reservation. C: In whose name was the reservation made? G: Alan Bell. C: How do you spell that, please? G: B-E-double L. C: What was the date of the reservation? G: From February 27th for 3 nights. C: Excuse me. But is the reservation for yourself or for another party? G: Its for my boss. C: May I have your name and phone number, please? G: Yes, its Ellen Green and my number is 245-3971. C: Thank you, maam. I will cancel Mr Bells reservation for February 27th for 3 nights. My name is Wang Ying and we look forward to another chance to serve you.

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