<<酒店英语>>

图书基本信息

书名:<<酒店英语>>

13位ISBN编号:9787301172131

10位ISBN编号:7301172133

出版时间:2011-5

出版时间:北京大学出版社

作者:胡朝慧编

页数:240

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

<<酒店英语>>

内容概要

胡朝慧主编的《酒店英语》是根据高职高专酒店英语服务与管理专业教学计划的要求,突出职业教育的特点,注重对学生职业能力的培养而编写的。

教材始终贯穿"以职场为中心,以就业为先导",体现了知识的应用和可操作性。

其中,情景对话的内容按照客人入住的顺序展开:前厅部、客房部、餐饮部、购物及康乐部;对话情景的选择贴近酒店工作的实际,语言简洁、规范,并配有美籍专业人士录制的光盘,语音纯正,情景性强,便于学生模仿和掌握。

章节的课后练习精心设计,灵活多样,既增强了趣味性,又实现了用英语交流的目的。

《酒店英语》适合高职院校旅游专业学生作为教材使用,也可供旅游从业人员参考学习。

<<酒店英语>>

书籍目录

Paer OneTHE FRONT OFFICE

Chapter OneBusiness Reservation Service

Dialogue 1Receiving a Reservation

Dialogue 2Tour Group Reservation

Dialogue 3Face to Face the

Reservation

Dialogue 4Revising the Reservation

Dialogue 5Cancel the Reservation

Dialogue 6No Empty Rooms

Chapter TwoReception Desk

Dialogue 1Registration

Dialogue 2Receiving the Individual

Dialogue 3Receiving the Advance

Reservation

Dialogue 4Receiving a Travel Group

Dialogue 5Extending the Stay

Chapter ThreeThe Bellman

Dialogue 1Check in Services

Dialogue 2Show the Way to Her Room

Dialogue 3Delivery of Luggage

Dialogue 4Ordering a Taxi

Dialogue 5Ticket-Booking Service

Chapter FourAt the Information Desk

Dialogue 1Showing the Way inside the

Hotel

Dialogue 2Showing the Way outside the

Hotel

Dialogue 3Introduction Some Scenic Spot and

Shopping Center

Dialogue 4About the Traffic

Chapter FiveTelephone Operator

Dialogue 1An Overseas Call

Dialogue 2In-house Call Service

Dialogue 3Leaving a Telephone Message

Dialogue 4Answering Guest's Inquires

Chapte SixSettling Guests' Complaints

Dialogue 1Settling Complaints about

Air-conditioner

Dialogue 2Settling Complaints about Bad

Quality of Food

Dialogue 3Settling Complaints about

Slowness in Service

Chapter SevenThe Business Center

Dialogue 1Recommending Express

Service

<<酒店英语>>

Dialogue 2Typing, Photocopying

Dialogue 3Receiving and Sending Fax

Chapter EightThe Cashier

Dialogue 1Foreign Currency Exchange

Dialogue 2Checking in Cash

Dialogue 3Checking with Traveler's

Check

Dialogue 4Checking by Credit Card

Dialogue 5Mis-calculation

Chapter NineAt the Conference

Dialogue 1Introduction of Hotel Meeting

Facilities

Dialogue 2Changing the Meeting

Services

Dialogue 3Offering Special Services

Part TwoTHE HOUSEKEEPING DEPARTMENT

Chapter TenReceiving Guests

Dialogue 1Guiding the Guest to Their

Rooms

Dialogue 2Introducing the Room

Facilities

Dialogue 3About Hotel Services

Chapter ElevenChamber Service

Dialogue 1Cleaning the Room

Dialogue 2Changing the Room

Dialogue 3Adding beds

Dialogue 4Turn-down Services

Dialogue 5Claim and Damage

Chapter TwelveSpecial Service

Dialogue 1Buying Things on Request

Dialogue 2Borrowing Something

Dialogue 3Wanting to Add Something

Chapter ThirteenLaundry Service.

Dialogue 1Explaining How to Get the

Service

Dialogue 2Filling the Laundry Lists

Dialogue 3Choose Express Service..

Dialogue 4Misdelivering the Laundry

Chapter Fourteen Miscellaneous Service

Dialogue 1Asking for Baby-sitting

Service

Dialogue 2Dealing with Emergency

Dialogue 3Asking for a Doctor

Dialogue 4A Morning Call

Chapter FifteenMaintenance Service

Dialogue IIntroduction on Certain

Facilities in the Room

<<酒店英语>>

Dialogue 2Repairing the Washing

Machine

Dialogue 3Something Wrong with the

Toilet

Part ThreeFOOD AND BERVERAGE DEPARTMENT

Chapter SixteenReservation Service

Dialogue 1A Call Reservation

Dialogue 2Refusing a Reservation

Dialogue 3Cancel a Reservation

Dialogue 4Receiving the Dinner

Dialogue 5Receiving Walk-in Guests

Dialogue 6No Empty Seats

Chapter Seventeen Chinese Food

Dialogue 1Ordering Chinese Dishes

Dialogue 2Recommendation

Dialogue 3Special Chinese Food

Dialogue 4Wines and Drinks in Chinese

Restaurant

Chapter EighteenServing Dishes

Dialogue 1Misserving

Dialogue 2Special Need in Dishes

Dialogue 3Complaints about the Dishes

Dialogue 4Dessert Ordering

Chapter NineteenOffering Room Serving

Dialogue 1Ordering Chinese Breakfast

Dialogue 2Ordering Western Breakfast

Dialogue 3Special Ordering

Dialogue 4Dish Delivering

Chapter TwentyAt the Bar

Dialogue 1Ordering Chinese Wines

Dialogue 2Ordering Western Wines

Dialogue 3Crazy Bar

Dialogue 4Chatting with a Guest

Chapter Twenty-OneWestern Food and Buffet

Dialogue 1Dinner in a Western

Restaurant

Dialogue 2Dinner a La Carte

Dialogue 3Buffet

Chapter Twenty-TwoWays of Paying

Dialogue 1Signing the Bill

Dialogue 2Paying with Credit Card

Dialogue 3Paying in Cash

Dialogue 4 Explain the Bill

Part FourSHOPPING

Chapter Twenty-ThreeAt the Arts and Crafts

Dialogue 1Greeting Customers

Dialogue 2Recommending Jewelry

<<酒店英语>>

Dialogue 3Introducing China Silk.

Dialogue 4Testing the Quality.

Chapter Twenty-FourAt the Souvenir

Dialogue 1Introducing China Painting

Dialogue 2Chinaware

Dialogue 3Recommending Other Products

Chapter Twenty-FiveAt the Food Shop

Dialogue 1Introducing Local Products

Dialogue 2Introducing Tea

Dialogue 3Wrapping the Goods

Part FiveRECREATION AND FITNESS CENTER

Chapter Twenty-SixAt Sing and Dance Hall

Dialogue 1At the Night Club

Dialogue 2At the Karaoke Bar

Dialogue 3At the KTV Parlor

Dialogue 4At Dancing Hall

Chapter Twenty-SevenAt the Health Club

Dialogue 1Introduce the Facilities

Dialogue 2At Bowling Room

Dialogue 3At The Swimming Pool

Dialogue 4At Sauna

Chapter Twenty-EightAt the Chess

Dialogue 1At Billiards

Dialogue 2Playing Bridge

Dialogue 3Getting the Membership Card

Chapter Twenty-NineAt the Beauty Center

Dialogue 1At the Beauty Salon

Dialogue 2At the Barber's

Dialogue 3Facial Treatment

APPENDIX IUseful Words and Terms for Hotel

English

APPENDIX IITapescripts for Listening Exercises

Reference

<<酒店英语>>

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