

<<饭店英语>>

图书基本信息

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内容概要

本书用英语系统地介绍了饭店各个部门的工作，并详细地总结了服务中可能遇到的各种情形，通俗、易懂、全面、实用，同时也增加了饭店经营过程中可能遇到的新知识，使教材更贴近现代饭店服务的需要。

全书共分四部分——前台服务、客房服务、餐饮服务和其他服务。

本教材适用于高职高专广大旅游专业学生，以及有志于从事和现已从事旅游服务工作的人员。

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媒体关注与评论

前言 随着我国旅游事业的飞速发展，越来越多的外国游客来到我们这个拥有五千年历史的文明古国。

作为窗口行业，饭店业发展迅速，各家饭店对工作人员的外语水平要求也越来越高，而英语是世界上最活跃的交际语言，所以学好《饭店英语》显得尤为重要。

本书注重用简洁的英语进行编写，共分四个部分——前台服务（李佳编）、客房服务（王薇编）、餐饮服务（王丽华编）和其他服务（刘雅婧编），系统地介绍了饭店各个部门的工作，并详细地总结了饭店服务中可能遇到的各种情形。

本教材注重口语训练，通过本教材的讲解宜于学生应用能力的培养，本教材中列举了大量需要背诵、模仿的句型，通过进行角色表演可训练学生的听力和口语能力。

此外，通过反复大量的练习，可熟练掌握饭店管理中的常用英语语句。

避免用教精读的办法教口语，更不要纠缠语法和词法。

在编写过程中，我们参阅了有关书籍，力求达到通俗、易懂、全面、实用，使教材更贴近现在饭店服务的需要，但由于时间所限，难免存在不妥之处，诚恳希望使用者提出宝贵意见，以便再版时补充提高。

本书编者衷心希望这本《饭店英语》能够帮助广大旅游专业学生以及有志于从事和现已从事旅游服务工作的人员学习和使用英语，争取早日提高技能，做好饭店及旅游服务管理工作。

本书在编写过程中得到了河北旅游职业学院各级领导的大力支持，同时本书的主审王学艺先生以及参编教师王丽萍、王秀芳也给予了我们很多的帮助，谨在此一并表示感谢。

编者 2007年1月

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