

<<饭店实用英语>>

图书基本信息

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内容概要

本书在内容和结构编写上精心安排。

全书共有七个单元。

第1单元：饭店业概况；第2单元：前台操作；第3单元：酒店服务；第4单元：餐厅；第5单元：礼宾服务；第6单元：处理问题；第7单元：退房。

每个单元由四部分构成：课文

A、B；课文练习A、B；对话；对话练习A、B。

本书在编写过程中作了大胆的创新，主要表现了以下几个特色。

首先，参加编写教材的教师全部是教学岗位上长期从事本课程教学的一线教师。

这些教师全部是硕士以上学位，他们既精通酒店专业知识，又精通英语语言。

其次，编写本书的过程体现了以学生为中心的新教学理念。

整本书编写过程中挑选了多所不同高等院校的酒店管理专业学生参与其中，让他们提供编写建议和方案，以做到适合学生学习的体例和内容。

再次，编写的内容注重以行业为中心。

参编人员亲自走访星级宾馆各部门，了解情况，与员工交谈，获得第一手材料，编写中不断听取他们意见，反复修改。

最后，本书参考了国内外大量同类教材的编写体例和内容以及网络资料，使得本书全面贴近时代，与国际接轨。

本书的使用适合中、高等职业院校和高等学院专科和本科低年级旅游和酒店管理类学生使用，同时，也适用旅游和酒店工作人员自学。

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