**“鼎盛诺蓝杯”第十一届全国旅游院校服务技能（饭店服务）大赛英语口语测试题库问题修正及答疑**

**一、客房服务**

**词汇：**

**62.**

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| 清扫 | deep / thorough cleaning |

问题：cleaning就是“清扫”的意思，前面加deep或thorough应是“彻底清扫”。

清扫可指“清除(如刷、揩、刮)某物表面的附着物”，不是一般的打扫，有“深度清洁”的意思，题目不做变动。

**76.**

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| 垃圾箱 | dustbin |

问题：除了dustbin以外，garbage bin也可以表示垃圾箱。

考生如答garbage bin也对，这一点裁判会有把握的。

**句子翻译：**

**17.**

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| 您需要我什么时间回来帮您打扫房间呢？ | What time would you like me to come back to clean your room?  |

问题：what time改为when是否更恰当。

这两个词汇意思一样，区别是：what time 可指具体time时刻，钟点等；when用于指日期，也可以指时刻钟点。因此，该语境下what time 没有用错，指哪个钟点回来扫房。

**应景服务：**

**30.**

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| The room attendant is called to Mr. Scott’s room. She or he: 1) expresses sympathy for the guest not feeling well and wants to know the problem; 2) advises the guest to see a doctor; 3) regrets for not being able to buy the guest some medicine and explains the reason; 4) offers to show the guest the way to the hotel clinic.  | Attendant: I’m sorry to hear that you are not feeling well. What’s the matter, Mr. Scott?Guest: I didn’t sleep well last night. I’m feeling a little dizzy now.Attendant: Shall I send for a doctor?Guest: Not necessary. Do you have some penicillin pills? I’ll pay you.Attendant: Sorry, Mr. Scott. I can’t buy you the medicine. It’s against the hotel’s regulations. Guest: That’s understood. Attendant: Let me accompany you to the hotel clinic. |

问题：倒数第二句That’s understood，改为That’s understandable更加地道。

Understood 是understand的过去分词，强调的是“弄明白”了某事。

Understandable 有reasonable（合理的）、straightforward（直白的）、excusable（可原谅的） 的意思，均不符合上下文，故不用该词。

**二、中餐宴会摆台**

**应景服务：**

**7．**

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| A customer complains about the food he or she ordered in a restaurant. The server: 1) says sorry and offers a complimentary food; 2) offers delicious dessert as compliments; 3) agrees to cross out the food off the bill; 4) asks for the customer’s room number.  | Customer: The fish was recommended, but it was not very fresh.Server: I’m sorry, sir. Do you wish to try something else? The complimentary food would be on the house, of course. Customer: No. I don’t want to try something else, and find it is not fresh again! Server: How about a delicious dessert then, with our compliments?Customer: I’m not so keen on desserts as a habit. They’re fattening. Server: I see, sir. Here is the bill. I crossed out the fish off the bill. Your room number, madam?Customer: Room 1108. |

**14.**

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| Smith and her friends are having a Chinese banquet. The server is serving them. The server: 1) greets the customers; 2) takes drink orders; 3) agrees to serve the drinks quickly; 4) serves a three –cold-dish combination.  | Server: Good evening, Ms. Smith. Welcome to our restaurant. Customer: Are all guests here now? We will have our dinner now. Server: What kind of drinks would you like, please? Customer: A bottle of red wine, a bottle of Wu Liang Ye. And a litre of fresh watermelon juice for the children. Server: Certainly, sir. I will have them served right away. Customer: Thank you. Server: This is our deluxe cold dish combination with tofu, duck’s feet and sea food. Customer: Oh, it looks nice, doesn’t it?  |

**30.**

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| The server is taking and serving a wine order for the guest, Wilson. The server: 1) asks the guest to order the wine; 2) suggests a red wine to go with the main course -- lamb; 3) asks to serve the wine; 4) serves the red wine to the guest (including the vintage).  | Server: Good evening, Mr. Brown. Have you decided which wine you would like?Guest: I have no idea. What do you suggest? Server: The Cabernet Sauvignon would go better with the sauce that comes with the lamb. Guest: Great! We will go with that one, then. Server: May I serve it to you now? Guest: Yes, please. Server: Certainly. Here is the Chateau Montfort 1999.  |

问题：题目的服务对象为Wilson,参考答案的服务对象为Brown，不一致。

Wilson 是男子名，Brown 是姓氏，所以，Wilson Brown 为一个人。故此处可以不用改。

**三、西餐宴会摆台**

**句子翻译：**

**6.**

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| 我们有一款浓味黑森蛋糕，对您来说巧克力慕斯或许也不错吧？ | We have a rich dark Black Forest Cake, or maybe you would prefer the chocolate mousse? |

问题：浓味黑森林蛋糕rich dark Black Forest Cake 是否改为rich Black Forest Cake。

Black Forest Cake 一款德式蛋糕的品牌名，用dark说明它是黑色为主，强调蛋糕的原料黑色为主。

**应景服务：**

**1.**

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| The server is taking food order for his or her customer. He or she: 1) asks for the customer’s order; 2) repeats the order; 3) asks how the food will be cooked; 4) leaves politely.  | Server: Excuse me, sir. May I take your order now?Customer: Yes, I’d like the fillet steak with fried potatoes and a green salad.Server: One fillet steak with fried potatoes and a green salad.Customer: Yes, that’s right.Server: How would you like your steak done, sir? Rare, medium, or well dine?Customer: Oh, medium rare, please.Server: Very good, sir.  |

**20.**

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| A server is taking American breakfast order for the customer. After taking orders for eggs, bread and drink, he or she: 1) asks about the customer’s extra order; 2) repeats all the orders; 3) asks about the customer’s name and room number; 4) leaves politely.  | Server: Would you like anything else, sir?Customer: A vegetable salad.Server: So you’d prefer orange juice, coffee, a cheese omelet, some yoghurt,a croissant and a vegetable salad. Am I correct?Customer: Exactly.Server: May I have your name and room number, sir?Customer: Mr. Smith in Room 218.Server: Thank you, Mr. Smith. Your breakfast will be sent to your room in 15 minutes. |

**22.**

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| A server is taking breakfast order for a customer. The server: 1) serves fried eggs (the customer has ordered scrambled eggs); 2) apologizes and gives the reason (the customer’s order was given to his or her friend); 3) serves pancakes (the customer has ordered waffles); 4) says sorry; 5) does as the customer told him or her to.  | Server: Here is your breakfast!Customer: Thanks so much. Miss, I believe I ordered my eggs scrambled, and these are fried.Server: Sorry, your friend over there ordered fried eggs, and I gave you his by mistake.Customer: Oh yeah. Here, I will just trade with him.Server: Here are your pancakes, sir.Customer: But I ordered waffles!Server: I am so sorry!Customer: That’s OK. I will eat my eggs and bacon, and you can take my pancakes back.Server: Good, sir. I will take care of that right away. |

问题：you can take my pancakes back，改为you can take my waffles back。

此处没有错误，不用修改。

**四、鸡尾酒调制**

**词汇：**

**14.**

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| 冰钳 | ice tongs |

**40．**

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| 兑和的 | built |

问题：“兑和的”是否确认为built，没有查到built有“兑和的”意思，mixed是否更好。

此处没有错误，built是对的，不用修改。 Mix 是个上义词，意思笼统，所有的调鸡尾酒都是混合mix。具体混合法用built，blended, shaken和 stirred来表达。

**90.**

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| 酒水打折时段（下午四五点中） | happy hour |

问题：酒水打折时段是否happy hour 和happy hours 两个都可以？

两个都可以用。

**129.**

|  |  |
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| 钳子 | tongs |

**178.**

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| 香料 | spice |

**五、通用题目**

**词汇：**

**152.**

|  |  |
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| 高血压 | high blood pressure |

**句子翻译：**

**8.**

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| 我们的自助早餐厅在2楼，早餐时间是六点至九点半，请带上早餐券。 | Our buffet breakfast is on the second floor. The service hours are from 6:00 a.m. to 9:30 a.m. Please take the breakfast coupon with you. |