

“云驴通杯”第十三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

一、客房服务

1. 词汇

题号	中文术语	英文术语
1	酸性清洗剂	acid-based cleaner
2	电源转换插座	adapter /adaptor
3	警报按钮	alarm button
4	闹钟	alarm clock
5	对...过敏的	allergic to
6	服务设施/用品	amenity
7	烟灰	ash
8	烟灰盅	ash urn
9	烟缸	ashtray
10	儿童看护员	baby sitter
11	水(台)盆	basin
12	沐浴露	bath gel/lotion
13	地巾	bath mat
14	浴袍	bath robe
15	浴毯, 浴用垫脚巾	bath rug
16	香皂	bath soap
17	浴巾	bath towel
18	浴盆(缸)	bath tub
19	浴室	bathroom
20	浴室客用品	bathroom supply
21	沙滩浴巾	beach towel
22	床上布草	bed linen
23	铺床	bed making
24	褥子, 垫被	bed pad
25	床头灯	bedside lamp
26	床罩	bedspread
27	床架	bed stock
28	腰带	belt
29	毛毯, 毯子	blanket

30	百叶窗	blind
31	女士衬衫	blouse
32	客房送餐服务	room service
33	灯泡	light bulb
34	写字台	bureau desk
35	纽扣	button
36	地毯	carpet
37	警告	caution
38	天花(板)	ceiling
39	频道	channel
40	走客房	check-out room
41	香烟	cigarette
42	烟蒂	cigarette bud/burn
43	化学清洁剂	cleaning chemicals
44	清洁抹布	cleaning cloth
45	清洁	cleanliness
46	壁橱	closet
47	外套, 上衣	coat
48	衣架	coat (clothes) hanger
49	咖啡机	coffee maker
50	不褪色的	color-fast
51	掉色的	color-run
52	梳子	comb
53	补偿, 赔偿	compensate
54	走廊	corridor
55	礼貌的	courteous
56	婴儿床	crib /baby bed /baby cot
57	衣柜	cupboard
58	窗帘	curtain
59	损坏, 损伤	damage
60	湿布	damp cloth
61	锁钮	deadbolt
62	清扫	deep /thorough cleaning
63	送衣	deliver laundry
64	预离房	departure room
65	存放	deposit
66	清洁剂	detergent
67	拨号音	dial tone
68	残障客人	disabled guest
69	打扰	disturb
70	请勿打扰	DND=Do Not Disturb

71	门把菜单（牌）	door knob menu
72	门道，门廊	doorway
73	水滴	drip
74	干洗	dry cleaning
75	抹灰	dust
76	垃圾箱	dustbin/garbage bin
77	除尘器	duster
78	羽绒被	duvet/down quilt
79	羽绒被单	duvet sheet
80	电器	electrical appliance
81	电梯	elevator/lift
82	电梯大厅	elevator bank /foyer
83	安全门	emergency exit (door)
84	设备	equipment
85	行政楼层	exec. (executive) floor
86	快洗服务	express laundry service
87	加床	extra bed
88	面巾	face towel/cloth
89	面巾纸	facial tissue
90	褪色	fade
91	龙头	faucet/tap
92	羽绒枕头	feather pillow
93	火警，防火警报器	fire alarm
94	消防通道	fire exit
95	急救箱	first aid kit
96	平面图	floor plan
97	冲洗	flush
98	乳胶枕头	foam pillow
99	折叠	fold
100	冰箱	fridge
101	垃圾	garbage
102	抓杆	grab bar/rail
103	吹风机	hairdryer
104	扶手，手抓杆	hand rail
105	方（手）巾	hand towel
106	方便残障人士的/无障碍的	handicap friendly
107	（带镜子的）梳妆台	vanity
108	床头板	headboard
109	通暖空调	HVAC
110	冰桶	ice bucket
111	赔偿	indemnity

112	内线（房内）电话	in-house call
113	烫熨板	ironing board
114	项目，一件	item
115	夹克衫	jacket
116	按摩浴缸	Jacuzzi
117	台（油）灯	lamp
118	待洗衣服，洗衣房	laundry
119	洗衣袋	laundry bag
120	洗衣单	laundry form / list
121	布草	linen
122	本地（埠）电话	local call
123	锁	lock
124	失物招领处	Lost and Found
125	行李架	baggage / luggage rack
126	维修部	maintenance department
127	人造纤维	man-made fiber
128	床垫	mattress
129	褥子，垫被	mattress pad
130	床垫套	mattress protector
131	缝补	mend/sew
132	用拖把拖，擦拭	mop
133	（带把柄的圆形）口杯	mug
134	床头柜	nightstand
135	便条本	notepad
136	通告	notice
137	枕头	pillow
138	枕套	pillow case
139	枕巾	pillow cover /slip
140	枕芯	pillow shaker
141	插头	plug
142	电源板	power bar / strip
143	被子	quilt
144	被套	quilt cover
145	收音机闹钟	radio and alarm clock
146	刮须刀	razor
147	遥控器	remote control
148	折叠床	roll-away bed
149	寄存保险箱	safe deposit box/locker
150	当日洗衣服务	same day laundry service
151	针线包	sewing kit
152	洗发液	shampoo

153	床单	sheet
154	擦鞋套	shoe shine mitten
155	擦鞋海绵	shoe shine sponge
156	擦鞋服务	shoeshine
157	短裤	shorts
158	淋浴	shower
159	浴帽	shower cap
160	浴帘	shower curtain
161	淋浴莲蓬头/花洒	shower head
162	签单	sign the bill
163	指示牌	signage
164	面(台)盆	sink
165	台面	sink counter
166	拖鞋	slippers
167	肥皂	soap
168	皂碟	soap dish
169	插座	socket
170	沙发	sofa
171	污(换洗)布草	soiled linen
172	换洗衣物袋	soiled linen bag
173	文具	stationery
174	棉花棒(签)	swab
175	毛衣, 羊毛衫	sweater
176	打扫	sweep
177	开关	switch
178	泡茶用具	tea maker
179	电话听筒	telephone receiver
180	行窃, 偷窃的事例或行为	theft
181	瓷砖, 地砖	tile
182	轮椅	wheelchair
183	纸巾	tissue
184	马桶, 厕所, 卫生间	toilet
185	马桶池	toilet bowl
186	卫生纸	toilet paper
187	筒纸	toilet roll
188	牙刷	toothbrush
189	牙膏	toothpaste
190	毛巾	towel
191	变压器	transformer
192	托盘	tray
193	熨裤机	trouser press

194	开夜床（做晚床）服务	turn down service
195	吸尘器	vacuum cleaner
196	贵重物品	valuables
197	电压，伏特数	voltage
198	小冰箱/小酒吧	minibar
199	逃生图	evacuation plan
200	洗熨烫服务/泊车服务	valet service

2. 句子翻译

题号	题目	参考答案
1	对不起，我不是有意要打扰您。我过一会再来。	I'm sorry, but I didn't mean to disturb you. I can come back later.
2	您要换床单而不用换毛巾？这没问题。	Change the bed but don't change the towels? No problem.
3	下午好。您的房间还需要些什么吗？	Good afternoon. Do you need anything else for the room?
4	您还需要些什么？或许我可以帮您把换洗衣服拿去洗一下。	Is there anything else I can do for you? Perhaps you have some laundry I can take to be cleaned.
5	海克先生，很抱歉。我来给酒店维修工程师打个电话。	I'm very sorry for your inconvenience, Mr. Hayek. Please allow me to call our maintenance engineer.
6	我立刻派人上楼来再打扫一遍。	I'll send someone up right away and have it cleaned again.
7	先生，我马上给您拿一些干净毛巾到您房间。	I'll bring up more towels to your room right away, sir.
8	吸尘器可能会有点吵，会不会打扰您呢？	The vacuum cleaner may be a little noisy. Is that alright?
9	普特南先生，晚上好！我现在可以为您开夜床吗？	Good evening, Mr. Patten. May I do the turn-down service now?
10	房间有加宽的门廊和走道，而且家具之间预留了更多的空间。	The room has extra wide doorways and corridors, with extra space around the furniture in the room.
11	对这个问题我觉得非常抱歉，让我来检查一下。	Let me have a look at it. Our apologies for the problem.
12	快洗服务需要两个小时，但是价格更贵一些。	The express laundry service will take two hours and will cost more.
13	我来给您送洗好的衣服。我把衬衫挂在您的衣橱衣架上吧。	I am here to return your clothes. I will hang the shirts up on hangers in your closet.
14	您的吹风机的电压看上去应该是 220 伏特，和中国的电压一样。	It looks like your hair dryer is 220 volts, the same as in China.

15	如果您借一个转换插座，离店前一定要归还。如果不归还，就会发生费用。	If you borrowed an adapter, please give it back when you leave. If not, there will be a charge for it.
16	我理解，但是这恐怕不行。这项服务是不符合酒店规定的。	I see, but I'm afraid that's not possible. That service is against our hotel's regulations.
17	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?
18	女士，没问题。我们总会按照您的要求提早收拾房间。有什么需求尽管告诉我们。	Certainly, madam. We can always clean your room(s) earlier on your request. Just let us know what you need.
19	不客气。先生，夫人，晚安，祝你们晚上过得开心。	You're welcome. Good night, madam, sir, and do have a very pleasant evening!
20	很高兴听到您在我们这住得很开心。希望很快再能见到您。	I'm glad you enjoyed your stay here. Please come again soon.

3. 应景服务

题号	题干	参考答案
1	The room attendant is servicing a guest's room. The attendant: 1) greets the guest and offers to help; 2) repeats what the guest wants and asks how many; 3) gives the towels; 4) asks about extra service; 5) introduces his or her own name and leaves with good wishes.	Attendant: Good morning. Do you need anything for the room? Guest: Yes, I need more bath towels. Attendant: Bath towels. Do you want two? Guest: Yes, that's fine. Attendant: Here you are. Guest: Thank you. Attendant: Is there anything else you need? Guest: No, that's great. Attendant: My name is Gina. Please let me know if there is anything else you need. Have a good afternoon!
2	The room attendant knocks at the door of the guest room. He or she: 1) asks to enter the room; 2) says sorry for not intending to disturb and agrees to do the servicing later; 3) repeats the guest's requests.	Attendant: Housekeeping. May I come in? Guest: Yes. Attendant: I'm sorry. I didn't mean to disturb you. I can come back later. Guest: Just a minute. When you clean the room, would you mind changing the bed, but not the towels? Attendant: Change the bed but don't change the towels? No problem. I'll come back later.

3	<p>The room attendant is servicing a guest's room. The attendant: 1) greets the guest and offers to help; 2) tells the guest where the hair dryer is placed; 3) repeats the guest's requests and agrees to bring them in quickly.</p>	<p>Attendant: Good afternoon. Do you need anything for the room? Guest: Yes, I need a hair dryer. Attendant: It should be on the wall in the bathroom. Guest: Yes, please. Could I get a couple of more towels and another blanket? Attendant: Yes, madam, more towels and one blanket. We will get them to you right away.</p>
4	<p>The room attendant knocks at the door in response to a guest's request for the turn-down service. She or he: 1) enters the room politely; 2) offers help; 3) agrees to do as requested and offers bed sheet changing service; 4) offers to help with laundry service.</p>	<p>Attendant: Housekeeping. May I come in, madam? Guest: Yes, thanks for coming so quickly. Attendant: Certainly, madam. How can I help you? Guest: I'd like some fresh towels in the suite when I get back this evening. Attendant: I'll get them immediately. Would you like me to also change the bed sheets? Guest: Yes, that would be nice. Could you also turn down the covers? Attendant: Is there anything else I can do for you? Perhaps you have some laundry I can take to be cleaned.</p>
5	<p>The room attendant knocks at the door in response to a guest's request for the turn-down service. She or he: 1) enters the room politely; 2) offers to turn down the room; 3) agrees to change the foam pillows for more comfortable ones; 4) offers to do other turn down services.</p>	<p>Attendant: Housekeeping. May I come in? Guest: Come in, please. Attendant: Good evening, Mr. Patten. May I do the turn-down service? Guest: Sure. Please go ahead. I don't like these foam pillows very much. Attendant: No problem. I will change them for more comfortable ones. Guest: Thank you. I appreciate that. Attendant: Shall I draw the curtains for you? Guest: Yes, please. I didn't realize it is so late.</p>

6	<p>The room attendant is turning down a guest room. She or he: 1) agrees to change the foam pillows for more comfortable ones; 2) offers to close the window curtains; 3) recommends a restaurant; 4) responds to the guest's "thank-you" and leaves politely.</p>	<p>Guest: I don't like these foam pillows very much. Attendant: No problem. I will change them for feather pillows for you. Guest: Thank you. I appreciate that. Attendant: Shall I draw the curtains for you? Guest: Yes, please. I thought I might go down to one of your restaurants. Which restaurant do you recommend? Attendant: The Chinese restaurant on the second floor is very good. Guest: Oh, great. Thank you. Attendant: You are very welcome. Goodbye.</p>
7	<p>The room attendant explains to Ms. Smith the facilities for the handicapped. She or he: 1) says his purpose; 2) explains the facilities for the handicapped (the door, the furniture); 3) explains the specially designed door handles; 4) explains the specially designed facilities by the bed.</p>	<p>Attendant: Nice to meet you, Ms. Smith. I am going to show you the handicapped facilities in this room. Guest: Thank you. Attendant: First, the room has extra wide doorways and corridors, with extra space around the furniture in the room. Guest: Can someone in a wheelchair move around easily? Attendant: That's right. Also the door handles are low so they are easy to reach. Guest: That is a good idea. Attendant: Over here, by the bed, there are stiff handles.</p>
8	<p>The room attendant is called to Ms. Wang's room. She or he: 1) greets and asks about the problem; 2) makes apologies and promises to solve the problem; 3) asks about extra requests; 4) agrees to meet the request and leaves politely.</p>	<p>Attendant: Good afternoon, Ms. Wang. You reported a problem? Guest: Yes, that's right. My shower is running hot and cold. Attendant: Our apologies for the problem. I will have someone to repair the shower. Guest: Thank you. Attendant: Is there anything else I can do? Guest: I need a new light bulb for the desk lamp in the bedroom. Attendant: I will change it for a new one. Have a good day. I will come back shortly.</p>

9	<p>The laundry attendant gets laundry from Ms. Lee's room. He or she: 1) greets and asks about the laundry; 2) asks about how many pieces of laundry; 3) offers to fill out the laundry list; 4) explains the express laundry service policy.</p>	<p>Attendant: Good afternoon, Ms. Lee. I am here to collect your laundry. Guest: Yes, that's right. Come in. Attendant: How many items do you have for washing? Guest: Well, I have this skirt suit that needs to be dry-cleaned. Attendant: Let me fill out the laundry list for you. Guest: Oh, thank you. I forgot to do that. Can I get this done by express service? Attendant: The express service will take two hours and will cost more. Is that OK? Guest: Yes, that's fine. Thank you.</p>
10	<p>The room attendant is called to Mrs. Brown's room. She or he: 1) greets the guest; 2) repeats the guest's request (for example, borrowing an adapter) and agrees to do as told; 3) asks about the voltage of the hairdryer; 4) explains the reason for needing a transformer and tells about the voltages in the USA and Europe.</p>	<p>Attendant: Good afternoon, Mrs. Smith. Guest: Hello. I need to borrow an adapter. Attendant: An electrical adapter, certainly. Guest: I want to plug in my hair dryer. Attendant: Do you know what voltage it uses? Guest: No. Is that important? Attendant: Electronics may need a transformer if the voltage is different. Is it from the USA or from Europe? The USA is 110 volts, and Europe is 220 volts.</p>
11	<p>The room attendant is called to Mrs. Brown's room. She or he: 1) greets the guest; 2) repeats the guest's request (for example, borrowing an adapter) and agrees to do as told; 3) gives the guest the adaptor and asks the guest to sign a form; 4) explains two ways to return the adaptor; 5) leaves politely.</p>	<p>Attendant: Good afternoon, Mrs. Brown. Guest: Hello. I need to borrow an adapter. Attendant: An electrical adapter, certainly. Guest: Thank you. Attendant: Here it is. Can I ask you to sign this form? Guest: Okay, I'll take care of it. Attendant: You can leave it in the room or give it to the cashier at check-out. Guest: OK, that's great. Thank you. Attendant: Our pleasure. Goodbye.</p>

12	<p>The room attendant is called to Mrs. Green's room. She or he: 1) greets the guest and offers help; 2) says something about the hotel's child care service and trained staff; 3) asks about the child's age and explains why; 4) tells the guest about the babysitting price (with a minimum of four hours).</p>	<p>Attendant: Mrs. Green. How may I help you? Guest: I'd like to know if you could find me a babysitter to take care of my little son. Attendant: Yes, our specially trained staff can offer child care service. Guest: That's good. Attendant: But we don't take care of children under 18 months old. May I know how old your son is, madam? Guest: His second birthday is only a week away. Attendant: We charge RMB 40 yuan for the service by the hour, for a minimum of four.</p>
13	<p>The room attendant is called to Mrs. Green's room to book the babysitting service. She or he: 1) tells the guest the babysitting price (with a minimum of four hours); 2) asks about the time; 3) repeats the total hours of the service and asks about the guest's room number; 4) leaves politely.</p>	<p>Attendant: We charge RMB 40 yuan for the service by the hour, for a minimum of four hours. Guest: Quite reasonable. Attendant: For how many hours do you need the service? Guest: Well, I'll have to leave at 5:30 p.m. and won't return until midnight. Attendant: OK, that'll be about 6 hours. Your room number, madam? Guest: 1206, the name is Mrs. Green. Thank you for your help. Attendant: We are always at your service.</p>
14	<p>The room attendant knocks at the door of a guest room to do the turn-down service. She or he: 1) asks to enter the room; 2) greets the guests and offers to do the turn-down service; 3) explains the turn-down service (four things to do: bed coverlet, corner of the blanket, curtains and lights, etc.); 4) explains more things to do (for example, bathroom, fresh towels, etc.).</p>	<p>Attendant: Housekeeping. May I come in? Guest: Yes, please. Attendant: Good evening. May I do the turn-down service for you now? Guest: What do you mean by that? Attendant: For the turn-down service, I'll take away the bed coverlet and fold up the corner of the blanket. Besides, I'll draw the curtains and turn on some lights. Guest: How nice. What then? Attendant: I'll clean the bathroom and bring in some fresh towels.</p>

15	<p>The room attendant knocks at the door of a guest room to do the turn-down service. She or he: 1) asks to enter the room; 2) greets the guests and offers to do the turn-down service; 3) explains the turn-down service (four things to do: bed coverlet, corner of the blanket, curtains and lights, etc.); 4) tells the guest the way of not being disturbed.</p>	<p>Attendant: Housekeeping. May I come in? Guest: Yes, please. Attendant: Good evening. May I do the turn-down service for you now? Guest: What do you mean by that? Attendant: For the turn-down service, I'll take away the bed coverlet and fold up the corner of the blanket. Besides, I'll draw the curtains and turn on some lights. Guest: Oh, I see. But I'm having some friends over now. Would you come back to do the service in two hours? Attendant: Yes, of course. You may also press the DND sign on the panel of the night stand if you don't want to be disturbed for the time being.</p>
16	<p>The room attendant knocks at the door of a guest room to do the turn-down service. She or he: 1) asks to enter the room; 2) greets the guests and offers to do the turn-down service; 3) explains the turn-down service (four things to do); 4) agrees to do as requested.</p>	<p>Attendant: Room attendant. May I come in? Guest: Yes, please. Attendant: Good evening. Would you like me to do the turn-down service for you now? Guest: What do you mean by turn-down service? Can you tell me about it? Attendant: By turn-down service, it means I will clean up the room, make the bed, clean the bathroom, replace the linens, and draw the curtains, etc. Guest: I have just taken a bath. There is no bath robe in the bathroom. Attendant: Don't worry. I will bring in a new bath robe.</p>
17	<p>The room attendant knocks at the door of a guest room to do the turn-down service. She or he: 1) asks to enter the room; 2) greets the guests and offers help; 3) repeats the guest's request and asks about changing the bed sheets; 4) asks about laundry.</p>	<p>Attendant: Housekeeping. May I come in, please? Guest: Yes, the door is open. Attendant: How can I help you, ma'am? Guest: I'd like some fresh towels in the room. Attendant: Some fresh towels. I'll get them right away. Would you like me to also change the bed sheets? Guest: Yes, that would be fine. Could you also turn down the bed covers? Attendant: Certainly, ma'am. Perhaps you have some laundry I can take to be cleaned. Guest: Right. I do have some clothes in the laundry bag.</p>

18	<p>The room attendant knocks at the door of a guest room to do the turn-down service. She or he: 1) responds to the guest's request (for example, it is stuffy in the room); 2) responds to the guest's request (for example, difficult to find the light switch in the evening); 3) agrees to vacuum the room; 4) responds to the guest's request (for example, wishing to read newspapers in the evening).</p>	<p>Guest: It gets stuffy in this room. Attendant: I'll open the window while you are away, and make sure to close it before you return. Guest: Excellent. I can never find the light switch when I get back in the evening. Attendant: I'll make sure to leave the bed stand lamp on after I finish cleaning up. Guest: Are you going to vacuum? Attendant: Certainly, ma'am. We vacuum our rooms every day. Guest: I'd like to read some newspapers in the room in the evening.</p>
19	<p>The room attendant is called to Mrs. Lee's room. She or he: 1) greets the guest and offers help; 2) agrees to an extra bed and asks the guest to contact the Front Desk; 3) explains the charge for an extra bed; 4) leaves politely.</p>	<p>Attendant: Good afternoon, Mrs. Lee. How can I help you? Guest: I will have a friend coming from another city to visit me. Could you put an extra bed in my room? Attendant: Certainly, madam. But you need to call the Front Desk first. Guest: Is there an extra charge for the extra bed? Attendant: The surcharge is half the room rate. Guest: Thanks. Attendant: I'll bring up that rollaway for you right away.</p>
20	<p>The room attendant is called to Ms. Wang's room. She or he: 1) responds to the guest's request for Wi-Fi in the room; 2) explains the extra cost of the use of in-room Wi-Fi; 3) explains where the guest can get free Wi-Fi (in the lobby, for example); 4) explains the way to pay for the in-room Wi-Fi and gives the Wi-Fi pass word.</p>	<p>Guest: Excuse me, but can I use the Internet or Wi-Fi in my room? Attendant: Yes, we have Wi-Fi in the room, but it costs extra. Guest: How much does it cost? Attendant: It's 5 dollars per hour. Is that Okay for you? Guest: Well ... Em... In which part of the hotel can I get free Wi-Fi? Attendant: You can only get free Wi-Fi in the lobby area. Guest: Then I'll take the in-room Wi-Fi. I can't live without it. Attendant: Okay, it will be charged to your room account. And, here is your pass word: Cjouan 552. Guest: Thanks.</p>

21	<p>The room attendant knocks at the door of a guest room. She or he: 1) asks to enter the room; 2) greets the guests and offers help; 3) explains about the tap water (hot water and cold water); 4) explains how to get hot drinkable water.</p>	<p>Attendant: Housekeeping. May I come in? Guest: Yes, please. Attendant: Good evening, madam. How may I help you? Guest: Is the hot tap water drinkable? Attendant: No, sir. Neither the cold tap water nor the hot tap water is drinkable. Guest: Where can I get hot drinkable water? Attendant: There is a kettle over there. Guest: Thank you so much.</p>
22	<p>The laundry attendant is called to Mrs. Lee's room. She or he: 1) greets the guest and offers to collect laundry; 2) explains where to leave the laundry and the time to collect laundry; 3) explains the hotel policy for laundry damage; 4) leaves politely.</p>	<p>Attendant: Excuse me. Do you have any laundry? I'm here to collect it. Guest: No, not now, thank you. Attendant: If you have any, please just leave it in the laundry bag behind the bathroom door. We come over to collect it every morning. Guest: I see. What if there is any laundry damage? I wonder if your hotel has a policy on dealing with it. Attendant: In such a case, the hotel should certainly pay for it. The indemnity shall not exceed ten times the laundry. Guest: That sounds quite reasonable. I hope there's no damage at all. Attendant: Don't worry, madam. Our laundry worker has rich experience in their work.</p>
23	<p>It is 13: 00 p.m. The laundry attendant is called to Mrs. Lee's room. She or he: 1) greets the guest and offers help; 2) agrees to collect laundry; 3) explains the time to return the laundry; 4) responds to the guest's request for returning the laundry the same day; 5) explains the time that the express laundry service takes.</p>	<p>Attendant: How may I help you? Guest: Hi. I've got a bunch of dirty clothes up here. Attendant: I'll take care of that right away, madam. Guest: When will you return my clothes? Attendant: Normally clothes collected before 10:00 a.m. can be returned the same day, but now it's noon. I'm afraid your clothes can be returned to your room tomorrow morning. Guest: That's too bad. I need the clothes today. What's to be done? Attendant: Don't worry, sir. You can try our express laundry service. Guest: How long does it take? Attendant: Usually express laundry service can be finished within four hours. Guest: Great!</p>

24	<p>It is 13: 00 p.m. The laundry attendant is called to Ms. Wang's room. She or he: 1) responds to the guest's request for returning the laundry the same day; 2) explains the time the express laundry service takes; 3) explains the cost for the express laundry service; 4) agrees to place the cleaned clothes properly.</p>	<p>Guest: I need the clothes today. What's to be done? Attendant: Don't worry, madam. You can try our express laundry service. Guest: How long does it take? Attendant: Usually express laundry service can be finished within four hours. Guest: Great! Attendant: I'm afraid there is additional charge for it. It's 50 % more. Guest: Okay, I'll take the express laundry service. So it is possible to get my clothes back and stored in the closet by the time I return? Attendant: That's no problem, madam. I'll put them on hangers in the closet.</p>
25	<p>The room attendant is called to Mrs. Lee's room. She or he: 1) greets the guest and offers help; 2) makes apologies and responds to the guest's complaint of the air conditioner and the toilet; 3) makes apologies and promises to find someone to check the problem; 4) responds to the guest's request for English papers.</p>	<p>Attendant: Good morning, Mrs. Lee. Can I help you? Guest: The air conditioner doesn't work. The room is very hot. The toilet doesn't flush, either. Attendant: I'm sorry. I'll send someone from the maintenance up to your room. Guest: Just a second, the door won't lock safely. Attendant: I'm sorry. I'll call the Security department to check the problem. Guest: Thanks. Could you please bring me today's English paper? Attendant: I'll send it to you shortly.</p>
26	<p>The room attendant is called to Ms. Green's room. She or he: 1) greets the guest and offers help; 2) wants to know the problem; 3) makes apologies and responds to the guest's complaint of the tap in the bathroom; 4) offers to change the room for the guest.</p>	<p>Attendant: Housekeeping. How may I help you? Guest: Yes. There are a lot of problems in Room 1512. Can you get someone up here? Attendant: May I know what's wrong? Guest: It's the tap in the bathroom. Also, there is neither soap nor towel. Attendant: I am terribly sorry about it, madam. We'll send a repairman there immediately. Guest: The floor lamp just went out. Attendant: That's bad. Would you like to change your room, madam? Guest: No, I like this room because I can enjoy a wonderful view here.</p>

27	<p>The room attendant is called to Ms. Wang's room. She or he: 1) greets the guest and offers help; 2) shows the guest where the safe deposit box is; 3) tells the guest where to find the instructions on how to use the safe; 4) tells the guest it's impossible to meet her request for borrowing an adaptor.</p>	<p>Attendant: Good morning, Ms. Wang. How may I help you? Guest: Hello. I want to know where to deposit my valuables. Attendant: We have the in-room safe deposit box. It is in the closet. Guest: Do you know how to use it? Attendant: Yes. You can find the instructions either in the Service Directory or read them on the safe. Guest: Can I borrow an adaptor? Attendant: I am afraid we lent out all the adapters today.</p>
28	<p>The room attendant is called to Ms. Smith's room. She or he: 1) greets the guest and offers help; 2) asks about the type of extra bed (for example, children or adults); 3) tells the guest how to charge for the extra bed; 4) asks about the time of sending the bed up into the room.</p>	<p>Attendant: Good afternoon, madam. How may I help you? Guest: Yes, I'd like to have an extra bed in our room. Attendant: Yes, Ms. Smith. What kind of bed do you need? For children or for adults? Guest: For our mother. Attendant: I'm afraid we have to charge half of one room night rate for such a bed, that is, RMB 425 yuan or 70 US dollars per night. Guest: OK, we will take one. Attendant: When do you wish the bed to be placed in your room, madam? Guest: Eh, any time before our mother arrives.</p>
29	<p>The room attendant is called to Ms. Smith's room. She or he: 1) greets the guest and offers help; 2) wants to know the problem; 3) offers to take care of cleaning the room; 4) responds to the damage of the mirror in the bathroom.</p>	<p>Attendant: Good morning, Ms.. Smith. May I help you? Guest: Good morning, I hope you can. Last night, I had two friends coming into my room to celebrate my birthday, but they drank too much. Attendant: Can you tell me what happened? Guest: Yes. They had broken a mirror in the bathroom. They had a fight. Attendant: Don't worry too much about it. I'll get someone to clean the room first. Guest: Yes, please. Attendant: And I'll inform the Maintenance. But I'm afraid you'll have to pay for the damage.</p>

30	<p>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.</p>	<p>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.</p>
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二、中餐宴会摆台

1. 词汇

题号	中文术语	英文术语
1	杏仁	almond
2	防滑托盘	anti-slip tray
3	道歉	apology
4	杏子	apricot
5	芦笋	asparagus
6	牛油果	avocado
7	乳鹌鹑蛋	baby quail egg
8	香蕉	banana
9	宴会	banquet
10	宴会部经理	banquet manager
11	宴会服务	banquet service
12	酒吧	bar
13	大麦	barley
14	豆	bean
15	豆芽	bean sprout
16	牛肉	beef
17	青椒, 灯笼椒	bell pepper
18	结算, 记账, 计费	billing
19	红茶	black tea
20	蓝莓	blueberry
21	软饮料	soft drink
22	祝胃口好	bon appetite
23	瓶装水	bottled water
24	西兰花	broccoli
25	宣传册	brochure

26	自助餐	buffet
27	餐厅女服务员	waitress
28	卷心菜	cabbage
29	罐装的	canned
30	领班	captain
31	现金结账	cash settlement
32	腰果	cashew nut
33	花菜	cauliflower
34	芹菜	celery
35	取消	cancel
36	总厨	chef
37	樱桃	cherry
38	鸡	chicken
39	番茄	tomato
40	签单	sign the bill
41	筷子	chopsticks
42	筷架	chopsticks rest
43	等候单	waiting list
44	打火机	lighter
45	清理	clear
46	衣帽间	cloakroom
47	会议	conference
48	米粥/粥	congee/porridge
49	容器	container
50	合同	contract
51	煮食	cooked food
52	玉米	corn
53	成本控制	cost control
54	一道菜	course
55	蟹, 蟹肉	crab
56	红莓	cranberry
57	信用卡凭条	credit card slip
58	脆皮鸭	crispy duck
59	水晶虾仁	crystal shrimp
60	佳肴, 烹饪, 菜系	cuisine
61	冷菜	cold dishes
62	奶制品	dairy product
63	油炸	deep fry
64	海鲜	seafood
65	难缠的客人	difficult customer
66	餐碟	dish
67	洗碗机	dishwasher
68	门把菜牌 (单)	doorknob menu

69	干水果	dried fruit
70	鸭子	duck
71	茄子	eggplant
72	同情	empathize
73	款待	entertainment
74	厨师	cook
75	食糖	sugar
76	低脂的	fat-free
77	反馈	feedback
78	餐巾折花	folded napkin
79	账单	bill
80	食品卫生	food hygiene
81	冷冻库	freezer
82	刀	knife
83	冰箱	fridge
84	冷藏的, 速冻的	frozen
85	水果	fruit
86	果汁	fruit juice
87	油煎, 油炸	fry
88	贵宾室, 多功能厅	function room
89	野味	game
90	大蒜	garlic
91	生姜	ginger
92	洗杯机	glass washer
93	玻璃器具	glassware
94	手套	glove
95	鹅	goose
96	西柚	grapefruit
97	葡萄	grape
98	油污	grease
99	青椒	green pepper
100	绿茶	green tea
101	团队客户	group client
102	饮料单	drinking list
103	煮蛋	boiled egg
104	主桌	head table
105	主人, 主办方	host
106	酸辣汤	hot and sour soup
107	制冰机	ice machine
108	冰茶	iced tea
109	冰勺	ice scoop
110	手推餐车	trolley
111	中餐厅	Chinese restaurant

112	厨房	kitchen
113	长柄勺	ladle
114	嫩羊肉	lamb
115	更换	change
116	羊腿	leg of lamb
117	草莓	strawberry
118	柠檬	lemon
119	生菜	lettuce
120	清淡餐食	light meal
121	青柠	lime
122	水杯	glass
123	含酒精的饮料	liquor
124	徽标	logo
125	酒廊吧	lounge bar
126	低脂肪	low fat
127	荔枝	lychee
128	甜品	dessert
129	芒果	mango
130	肉类	meat
131	菜单	menu
132	切碎机, 绞肉机	mincer
133	汤	soup
134	错误	mistake
135	预订	reservation
136	蘑菇	mushroom
137	餐巾	napkin
138	无烟区	non-smoking area
139	禁烟桌	non-smoking table
140	面条	noodle
141	禁烟指示牌	no-smoking sign
142	果仁	nut
143	油腻的	oily
144	免费的	on the house
145	洋葱	onion
146	房卡	room key card
147	橙	orange
148	橙汁	orange juice
149	下单, 点单	order
150	不当季, 下市	out of season
151	友好的	friendly
152	礼貌的	polite
153	服务	service
154	蔬菜	vegetable

155	座位	seat
156	南瓜	pumpkin
157	桃子	peach
158	旺季	peak /busy season
159	花生	peanut
160	花生碟	peanuts bowl
161	辣椒	pepper
162	个人卫生	personal hygiene
163	鸽子	pigeon
164	菠萝	pineapple
165	开心果	pistachio nut
166	盘, 碟	plate
167	银器	silverware
168	爆米花	popcorn
169	猪肉	pork
170	土豆	potato
171	薯片	potato chip
172	家禽	poultry
173	西瓜	water melon
174	斟酒	pour wine
175	对虾	prawn
176	鹌鹑	quail
177	桌布	tablecloth
178	白葡萄酒	white wine
179	红葡萄酒	red wine
180	大米	rice
181	客房送餐服务	room service
182	盐	salt
183	清蒸的	steamed
184	晚餐	supper
185	早餐	breakfast
186	午餐	lunch
187	汤碗	soup bowl
188	汤勺	soup spoon
189	酱油	soy sauce
190	意大利通心面	spaghetti
191	麻辣	spicy and hot
192	核对	check
193	小费	tip
194	茶匙	teaspoon
195	确认	confirm
196	牙签	toothpick
197	牙签盅	toothpick holder

198	背景音乐	background music
199	餐厅男服务员	waiter
200	花瓶	vase
201	醋	vinegar
202	工作台	working table

2. 句子翻译

题号	题目	参考答案
1	先生，夫人，晚上好。欢迎光临我们餐厅。有什么能帮您的吗？	Good evening, sir and madam. Welcome to our restaurant. How may I help you?
2	先生，餐厅现在客满。请您在等候室等十分钟左右，好吗？	The restaurant is full now, sir. Would you please have a rest in our waiting room for about 10 minutes?
3	对不起，让您久等了。现在我们为您准备好了一张空桌。	Sorry to have kept you waiting. We have managed a table for you now. (Now we have a vacant table for you.)
4	请跟我来，这边走。就在这里。您觉得这张桌子怎么样？	Come with me. This way, please. Here we are. Will this table be all right?
5	如果可能的话，我想订一张今晚六点的八人桌。	I'd like to reserve a table for eight at six for tonight if possible.
6	我们为您保留预订到十点钟。您几点过来？	We'll keep your reservation till ten o'clock. What time will you be coming?
7	女士们，这是菜单。要点菜了请叫我。	Here is your menu, ladies. Please call me if you are ready to order.
8	我叫大卫。冈萨雷斯先生，这是您要的欧陆式早餐。	My name's Dave. Here's the Continental breakfast you ordered, Mr. Gonzales.
9	冈萨雷斯先生，您点菜搭配得很好。还要来点甜点或葡萄酒吗？	Yours is a very wise choice, Mr. Gonzales. Do you wish desserts or perhaps some wine?
10	先生，请问您怎么付款？现金还是信用卡？	How will you make your payment, sir? Cash or credit card?
11	我为您预订露台上的一个餐桌。请问您的姓名和电话号码？	I will reserve a table on the terrace for you. And may I take your name and phone number?
12	服务员一会儿过来为你们点餐。请您慢慢享用。	A waiter will be along soon to take your order. Enjoy your meal!
13	中国有许多不同菜式，如粤菜，鲁菜，湘菜，川菜，还有北方菜式。	There are many styles of Chinese food, like Cantonese, Shandong, Hunan, Sichuan, and Northern styles.
14	我还想给您推荐一道菜“家常豆腐”。这是一道由豆腐和其他蔬菜一起烧的家常菜。	I can also recommend a stir-fried tofu dish called "jiā cháng dòu fǔ". It is a home style tofu dish with some vegetables.
15	您要点餐间饮料吗？矿泉水还是果汁？	What would you like to drink with your meal? Mineral water or fruit juice?

16	请坐，请喝茶。一有餐桌我就来叫你们。	Please take your seats. Here is your tea. Please take your time. I'll call you as soon as the table is ready.
17	可以为您上菜了吗？这是您的苹果脆皮鸭。	May I serve your dinner now? This is the crispy duck with apple stuffing.
18	这瓶梅洛酒正好搭配您点的羊肉。	This Merlot would go with the lamb that you ordered.
19	屋桥先生，屋桥夫人，晚上好。你们打算想要点什么酒吗？	Good evening, Mr. and Mrs. Woodrow. Have you decided which wine you would like?
20	请您核实账单，确认无误后在这里签上您的名字。	May I ask you to just check the bill and sign here if everything is correct?

3. 应景服务

题号	题目	参考答案
1	Two customers (Wang & Lee) are in a restaurant with a reservation. The head server: 1) greets the customers and asks to take pre-dinner drink orders; 2) suggests pre-dinner drinks for the customers; 3) returns with the drinks; 4) shows the menu to the customers; 5) leaves politely.	<p>Server: What would you like to have before dinner, sir?</p> <p>Customer: What can you suggest?</p> <p>Server: Would you like to have green tea or black tea or any soft drinks?</p> <p>Customer: Two green teas, please.</p> <p>Server: Yes, Mr. Lee. Two green teas. One moment please. ... Here you are, and please enjoy it. Here's the menu. I'll return in a few minutes to take your order.</p>
2	Two customers (Wang & Lee) are in a restaurant. After the server has taken their dish orders, he or she takes their order for drinks. The server: 1) asks for drink orders; 2) shows where the drink list is in the menu; 3) suggests coffee specials (for example, espresso coffee); 4) takes their order; 4) leaves politely.	<p>Server: Would you like anything to drink?</p> <p>Customer 1: Yes, do you have a drink list?</p> <p>Server: The drink list is on the second page of your menu.</p> <p>Customer 1: Hmm...Do you have any coffee specials?</p> <p>Server: Actually, we are famous for our espresso coffee.</p> <p>Customer 1: That sounds good! Please bring me one.</p> <p>Server: Okay. Two espresso coffees?</p> <p>Customer 2: Oh, no, no. I'd like one orange juice, thanks.</p> <p>Server: Good, ladies. I'll be back with them soon.</p>

3	<p>The server is taking food orders for his /her customers, Wang & Lee. The server: 1) asks for their order; 2) explains the first order of “水煮鱼”; 3) recommends a vegetable to go with the order (for example, 四季豆); 4) mentions some styles of Chinese food and recommends a dish to the customers.</p>	<p>Server: Good evening. Are you ready to order? Customer 1: I think so, but could you tell me about this dish? Server: Certainly. That is called “shuǐ zhǔ yú”. It is fish slices in spicy soup. Customer 1: That sounds very nice. What would you recommend to go with it? Server: Stir-fried green beans are called “sì jì dòu”. That dish is very popular. Customer 2: We don’t eat much Chinese food, so we will go with your advice. Server: There are many styles of Chinese food, including Cantonese, Shanghainese, Hunan, Sichuan, and Northern style which you often see in Beijing. I can also recommend a stir-fried tofu dish called “jiā cháng dòu fǔ”. It is a home style tofu dish with some vegetables. Customer 2: That sounds good, too.</p>
4	<p>The server is taking staple food and drink orders for his /her customer, Wang. The server: 1) asks for his or her order of rice or noodle; 2) asks for his or her drink orders; 3) offers three kinds of water; 4) leaves politely.</p>	<p>Server: Would you like noodles or rice with that? Customer: Let’s have white rice. Server: What would you like to drink with your meal? Customer: Just some water would be great. Server: Mineral water, purified water, or carbonated water like Evian? Customer: Mineral water without carbonation, please. Server: Certainly. Your food will be here soon.</p>
5	<p>After taking food and drink orders for his or her customers, the server: 1) asks the customers if they want something else; 2) takes the customer’s order for an extra drink; 3) gives the customer a choice of fork and knife instead of chopsticks; 4) leaves politely.</p>	<p>Server: Excuse me, sir. Is there anything else I can get you? Customer: Yes, could we get some green tea also? Server: Certainly. Your food will be here soon. Can you use chopsticks? Customer: Yes, not very well. But we can. Thank you. Server: Certainly. If you need a fork and knife, let me know. Enjoy your meal.</p>

6	<p>A customer complains about the food in a restaurant. The server comes and: 1) asks if the customer liked the food or not; 2) apologizes and offers to change the food for another one; 3) apologizes again and offers complimentary food; 4) leaves politely.</p>	<p>Server: Is everything to your satisfaction? Customer: No. The steak was recommended, but it is not very fresh. Server: Oh! Sorry to hear that. I will change it for another one. Customer: So what? It is not fresh and I am not happy about it. Server: I'm sorry, sir. Do you wish to try something else? The complimentary food would be on the house, of course. Customer: That'll be fine.</p>
7	<p>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.</p>	<p>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.</p>
8	<p>The server is serving dishes for their customers, Wilson and Nelson. The server: 1) asks to serve the food; 2) serves pork in brown soy sauce; 3) apologizes for serving the wrong dish; 4) changes the dish for the correct one for the customers and asks them to wait for a while; 5) apologizes again.</p>	<p>Server: Good evening. May I serve your dinner now? Customer: Yes, please. Server: This is the pork in brown soy sauce. Customer: Pork? We didn't order pork. We ordered crispy duck. Server: I am so sorry. Let me check. Oh, you are right. Your order is crispy duck. I'm very sorry for the mistake. Customer: That's all right. Server: I'll change the dish for the duck and come back soon. Please wait a moment. Customer: OK. Thank you. Server: Sorry to have kept you waiting. This is your crispy duck. Customer: Perfect, thank you.</p>

9	<p>The server is serving dishes for their customers, Wilson and Nelson. The server: 1) serves two meat dishes to the customers 2) serves two vegetables to the customers; 3) leaves politely.</p>	<p>Server: This is the crispy duck with apple stuffing. This is the pork in brown soy sauce. Customer 1: Yes, that's right. Thank you. Server: You are welcome. I hope you will like them. Customer 2: Yes, we will. Thank you. Server: Your vegetables are coming. Cabbage and sautéed potatoes. Customer 2: Oh, they are really nice. Thank you. Server: My pleasure. That's all for your dishes. Bon appetite. Customer 1: Thank you.</p>
10	<p>The server is taking and serving a wine order for the customer, Wilson Brown. The server: 1) asks the customer to order wine; 2) suggests a local beer to the customer; 4) serves Qingdao beer to her or him; 5) leaves politely.</p>	<p>Server: Good evening, Mr. Brown. Have you decided which wine you would like? Customer: I'd like to try some local beer. But I have no idea. What do you suggest? Server: How about Qingdao beer. It's very popular in China. Customer: Great! I'll try it. Server: One bottle or two bottles? Customer: One, please. Server: Certainly. I'll bring it here soon...Your beer is coming, sir. Please enjoy your meal.</p>
11	<p>After taking order for the customer, the server starts to serve food onto the table. The server: 1) asks to serve food; 2) gives the choices of using chopsticks or fork and knife; 3) serves crispy duck; 4) explains why the red meat (for example, pork in brown soy sauce) is not served; 5) gives the time needed to serve the pork.</p>	<p>Server: May I serve your dinner now, sir? Customer: Yes, please. Server: Would you like to use chopsticks or knife and forks, sir? Customer: I'd like to try the chopsticks. Server: This is the crispy duck with apple stuffing. Enjoy your meal, sir. Customer: Yes, that's alright. Thank you. When will the pork in brown soy sauce be served? Server: Oh, very sorry. It takes quite some time for this dish to be prepared. Customer: How long shall I wait for the dish? Server: You will have to wait for about ten minutes. I'll tell the cooks to hurry. Customer: That's fine.</p>

12	<p>After serving the first course to the customer, the server starts to serve the second and the third orders. The server: 1) asks to serve vegetables; 2) serves two vegetables; 3) asks to take away the finished dish plate; 4) serves the third order (for example, pork in red wine sauce).</p>	<p>Server: Ms. Wang, you ordered some vegetables and potatoes; may I serve them to you? Customer: Perfect, thank you. Server: And this is red cabbage and sautéed potatoes. Customer: That would be nice, thank you. Server: I'm sorry; can I take this plate away? Customer: Yes, please. Server: I'm sorry to have kept you waiting. This is the pork in red wine sauce. Customer: Oh, it is really nice.</p>
13	<p>After serving the food to the customer, the server starts to serve the fruit plate. The server: 1) asks to take extra orders; 2) serves the fruit plate; 3) asks about the customer's comment on the meal; 4) leaves politely.</p>	<p>Server: Excuse me, sir. Would you like me to order you anything else? Customer: No. I'm quite full. Server: This fruit plate is offered as a gift in our restaurant. Please enjoy it, sir. Customer: It's nice and fresh. Server: How was everything to you? Customer: They were so wonderful and delicious that I'll return and try once again. Thank you for your good service. Server: Thanks for your coming, sir. Always at your service.</p>
14	<p>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.</p>	<p>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?</p>

15	<p>Smith and his friends are having a Chinese banquet. The server is serving them the last courses. The server: 1) explains what the Chinese banquet ends with; 2) serves a dish and soup; 3) serves the last course (for example, steamed mandarin fish); 4) serves complimentary fruits and leaves politely.</p>	<p>Customer: Well, the menu says we will have another two dishes. Server: For a Chinese banquet, it will come to the end when soup is served. Customer: I am nearly full. Server: The following two dishes are the fried vegetable with mushrooms and the steamed mandarin fish, and then the clear soup. Customer: Well, what is the last course? Server: The last is the steamed mandarin fish. Please take your time. Customers: They all taste good. Server: And here are the assorted fruits with our compliments. We hope you have enjoyed your dinner.</p>
16	<p>The customer has finished his or her lunch and has some questions about the bill. The server explains the bill. The server: 1) shows the bill and says the total charge (with a total of RMB 473 yuan); 2) explains the dish items on the bill (with a total of RMB 340 yuan); 3) explains the drink items on the bill (with a total of RMB 90 yuan); 4) explains the service charge.</p>	<p>Customer: I'm full. Can I have my bill, please? Server: Certainly, sir. Just a minute, please ... Here is your bill, sir. The total is 473 yuan. Customer: Oh, that seems too much. Perhaps there is a mistake. Could you explain it to me? Server: Certainly, sir. The first item is for dishes you ordered, a total of RMB 340 yuan. Customer: Right. How about drinks? Server: Yes. The second item is for the drinks. A total of RMB 90 yuan. Customer: So that makes only a total of RMB 430 yuan. Server: Yes, sir. You're right. But there is a 10% service charge. So the total comes to RMB 473 yuan. Customer: Oh, I see. Thank you.</p>

17	<p>The customer has finished his or her lunch and is settling the bill. The server: 1) shows the bill and says the total charge; 2) refuses to give discount; 3) names three kinds of credit card; 4) leaves politely.</p>	<p>Customer: I'm full. Can I have my bill, please? Server: Certainly, sir. Just a minute, please. ... Here is your bill, sir. The total is RMB 473 yuan. Customer: Oh, I see. Could you give me any discount? Server: I'm afraid we can't. Customer: Can I pay by credit card? What credit card do you accept? Server: Certainly, sir. American Express, Visa and Master card. Customer: Here you are, my Master Card. Server: Thank you very much, sir. Have a nice day!</p>
18	<p>The customer has finished his or her lunch and is settling the bill. The server: 1) shows the bill and says the total charge; 2) refuses to give discount; 3) advises the customer to put the meal onto the room account; 4) leaves politely.</p>	<p>Customer: I'm full. Can I have my bill, please? Server: Certainly, sir. Just a minute, please. Here is your bill, sir. The total figure is RMB 473 yuan. Customer: Oh, I see. Could you give me any discount? Server: I'm afraid we can't. Customer: Can I pay by credit card? Server: Certainly, sir. Since you're staying in our hotel, you can also sign your bill. Customer: Good idea. I'll do that then.</p>
19	<p>The customer has finished his or her lunch and is settling the bill. The server: 1) shows the bill and says the total charge; 2) explains the bill (for example, a cup of tea for RMB 50 yuan); 3) apologizes for the mistake on the bill; 4) settles the payment.</p>	<p>Customer: Yes, we'd like to check the bill. You see, I ordered only two dishes. Server: This is your bill. It comes to RMB 200 yuan. Customer: What is this RMB 50 yuan for? Server: Let me see, sir. A cup of tea, RMB 50 yuan. Customer: Tea? I didn't order tea, I ordered two dishes. Server: I'm sorry, sir. I made a mistake. I apologize for that. It's RMB 150 yuan. Customer: That's all right. Here is the money. Server: Thank you. Have a nice day.</p>

20	<p>A waiter spilled some soup all over the customer. The customer is talking to the restaurant manager. The manager: 1) greets the customer; 2) makes apologies; 3) tries to solve the problem; 4) leaves politely.</p>	<p>Manager: Good evening, sir. My name is Mary White. I'm the manager. What's the problem? Customer: The problem is that your waiter has spilled soup all over me! Look at my new suit. It is covered in cheese sauce. Manager: Please accept my apologies. Customer: But what about my suit? Manager: We will pay for it to be cleaned now. Could we offer you a cup of tea or coffee while you wait here? It's on the house. Customer: All right then. I will have a large cappuccino, with chocolate on top and biscuits.</p>
21	<p>A server is taking food order for the customer. He or she: 1) offers to help; 2) suggests the Cantonese dishes and recommends today's specialty; 3) recommends a soup; 4) repeats the order.</p>	<p>Server: Are you ready to order now, sir? Customer: Well, not yet. I know little about Chinese food. Can you recommend something to me? I'd like to have some light dishes. Server: Certainly, sir. You can try Cantonese dishes. Today's specialty is the steamed mandarin fish. Customer: OK. I'll take it. Well, do you have some soup? Server: Yes, we have. The tomato soup is really very tasty. Customer: Fine. Server: So you have ordered a steamed mandarin fish and a tomato soup.</p>
22	<p>A server is taking breakfast order for the customer. He or she: 1) offers to help; 2) suggests Chinese breakfast; 3) explains what the breakfast includes; 4) leaves politely.</p>	<p>Server: Are you ready to order now, sir? Customer: Well, not yet. Can you recommend something to me? Server: Certainly, sir. You can try our Chinese breakfast. Customer: OK. I'll take it. What does it include? Server: It has congee, steamed meat bun, deep-fried dough stick, and pickled vegetables. Customer: Fine. Server: Your breakfast will be coming up shortly.</p>

23	<p>At 8:30 in the morning, the server is sending breakfast to Mr. White's room. The server: 1) knocks at the door; 2) asks where to place the breakfast; 3) serves coffee for the customer; 4) asks the customer to sign the bill; 5) leaves politely.</p>	<p>Server: Room Service. May I come in? Customer: Yes, come in, please. Server: Thank you, Mr. White. I've brought your breakfast. Where shall I put it? Customer: Oh, thank you. Could you put them on the table over there, please? Server: Shall I pour a coffee straight away, sir? Customer: Yes, please. Server: Could you please sign your name on the bill here, Mr. White? Customer: OK. Server: Thank you, Mr. White. Please enjoy your breakfast and have a pleasant day. See you soon. Customer: See you.</p>
25	<p>After having finished the meal, the customer asks the server about Chinese food. The server: 1) asks about the Customer's preferred style of Chinese food; 2) introduces the eight styles of Chinese food; 3) explains the differences between Cantonese food and Beijing food.</p>	<p>Customer: Excuse me, I'd like to try some Chinese food next day. Can you tell me where I should go? Server: We serve Chinese food here. But I'm not sure which style you prefer? Customer: I have no idea about Chinese food. Server: Chinese food is divided into eight styles, These are as follows: Shandong Cuisine, Guangdong Cuisine, Sichuan Cuisine, Hunan Cuisine, Jiangsu Cuisine, Zhejiang Cuisine, Fujian Cuisine and Anhui Cuisine. Customer: Is there any difference between Cantonese food and Beijing food? Server: Yes, Cantonese food is lighter while Beijing food is heavy and spicy.</p>
25	<p>After having finished the meal, the customer asks the server about Chinese food. The server: 1) introduces the eight styles of Chinese food; 2) explains the differences between Cantonese food and Beijing food; 3) explains the features of Sichuan food.</p>	<p>Customer: Excuse me, can you tell me something about Chinese food? I have no idea about Chinese food. Server: Chinese food is divided into eight big cuisines, say, eight styles, such as Cantonese food, Beijing food, Sichuan food, etc. Customer: Is there any difference between Cantonese food and Beijing food? Server: Yes, Cantonese food is lighter while Beijing food is heavy and spicy. Customer: How about Sichuan food? Server: Most Sichuan dishes are spicy and hot. And they taste differently.</p>

26	<p>The server is taking a customer's order for Chinese food. The server: 1) explains the differences between Cantonese food and Beijing food and gives examples; 2) explains the features of Sichuan food; 3) recommends two Sichuan foods.</p>	<p>Customer: Is there any difference between Cantonese food and Beijing food? Server: Yes, Cantonese food is lighter while Beijing food is heavy and spicy. The famous specialties of these two are roast suckling pig and roast Beijing duck. Customer: How about Sichuan food? Server: Most Sichuan dishes are spicy and hot. And they taste differently. Customer: Oh, really, I like hot food. So what's your recommendation for me? Server: I think mapo tofu and shredded meat in chili sauce are quite special.</p>
27	<p>The server is taking dinner order for Chinese food for a repeat customer, Mr. Brown. The server: 1) asks about the customer's food order; 2) mentions three styles of Chinese food and asks about the customer's preferred style; 3) recommends three Cantonese dishes.</p>	<p>Server: Mr. Brown, what would you like to have tonight? Customer: What kind of cuisine do you have in your dining room? Server: We have Guangdong food, Sichuan food and Zhejiang food. Which one do you like best? Customer: I think I'd like to have Guangdong food. Server: Good. How about sautéed prawn, sautéed lobster, meat slices with mushroom? Customer: All right. I'll take them all.</p>
28	<p>The server is taking a customer's order for Chinese soup. The server: 1) offers to take soup order; 2) introduces three Chinese soups; 3) explains when to serve Chinese soup during the meal and agrees to serve the soup before dishes this time.</p>	<p>Server: Do you like some soup? Customer: Yes, I don't know what soup you have. Server: We have sliced chicken soup, sour and spicy soup, dried mushroom clear soup and so on. Customer: Good. I prefer dried mushroom clear soup. Server: Certainly, madam. Customer: I'm used to having soup first. Server: We usually serve dishes first and then soup. If you like we'll bring you some soup first.</p>

29	<p>The server is taking and serving a wine order for the guest, Mr. Brown. The server: 1) asks the guest to order the wine; 2) suggests Cabernet Sauvignon to go with the main course; 3) asks if the guest wants a white wine for the starter; 4) serves the red wine to the guest (including the vintage).</p>	<p>Server: Good evening, Mr. Brown. Have you decided which wine you would like? Guest: I think this Merlot would go with the lamb that I ordered. Server: It would, but maybe the sweeter Cabernet Sauvignon would go better with the sauce that comes with the lamb. Guest: Great! We will go with that one, then. Server: Did you want to order a white wine with your starter as well? Guest: No, thank you, just the red. Server: Certainly. Here is the Chateau Montfort 1999.</p>
30	<p>The server is taking and serving a wine order for the guest, Wilson Brown. 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).</p>	<p>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.</p>

三、西餐宴会摆台

1. 词汇

题号	中文术语	英文术语
1	零(单)点菜单, 点菜菜单	a la carte menu
2	美式早餐	American breakfast
3	开胃酒, 餐前酒	aperitif
4	开胃菜	appetizer
5	开胃品叉	appetizer fork
6	开胃品刀	appetizer knife
7	苹果沙司	apple sauce
8	培根, 熏肉	bacon
9	烘焙	bake
10	烘烤食品	baked food
11	野外烧烤	barbecue
12	牛肉	beef

13	牛嫩腰肉	beef tenderloin
14	面包屑	bread crumb
15	面包碟	bread plate
16	小圆面包	bread roll
17	加热面包篮	bread warmer
18	肉汤	broth
19	黄油	butter
20	黄油碟	butter dish
21	黄油刀	butter knife
22	烛台	candleholder
23	卡布奇诺热奶咖啡	cappuccino
24	餐桌装饰物	centerpiece
25	麦片粥	cereal
26	奶酪	cheese
27	乳酪汉堡	cheeseburger
28	芝士蛋糕	cheesecake
29	清汤	clear soup
30	杯垫	coaster
31	鸡尾酒	cocktail
32	咖啡厅	coffee shop
33	欧(陆)式早餐	Continental breakfast
34	甜饼	cookie
35	奶油	cream
36	牛角面包, 新月形面包	croissant
37	调味瓶	cruet
38	刀叉餐具	cutlery
39	甜点	dessert
40	甜品叉	dessert fork
41	甜点菜单	dessert menu
42	甜品勺	dessert spoon
43	餐后酒	digestif
44	餐盘	dinner plate
45	生(桶装)啤酒	draught beer
46	主菜, 主菜前的小菜	entrée
47	主餐盘	entrée plate
48	意式浓咖啡	espresso
49	鱼叉	fish fork
50	鱼刀	fish knife
51	浅平西餐具	flatware
52	餐巾盘花	folded napkin
53	炸薯条	French fries

54	英式（全套）早餐	full breakfast
55	装饰	garnish
56	铁扒烤	grill
57	火腿	ham
58	开胃小菜，佐酒小点心	hors d'oeuvre
59	果酱	jam
60	果冻	jelly
61	拿铁咖啡	latte
62	餐后甜酒，利口酒	liqueur
63	含酒精的饮料	liquor
64	淡啤酒，低度啤酒	lite beer
65	徽标	logo
66	酒廊吧	lounge bar
67	低脂肪	low fat
68	荔枝	lychee
69	主菜	main course
70	餐厅领班，餐厅侍者总管	Maitre d' (Maitre d'hotel)
71	大份量	man size
72	芒果	mango
73	橘子酱	marmalade
74	马丁尼酒	martini
75	肉类	meat
76	三分熟	medium rare
77	菜单	menu
78	梅洛红葡萄酒	Merlot
79	牛奶壶（缸）	milk jug
80	切碎机，绞肉机	mincer
81	矿泉水	mineral water
82	小冰箱（酒吧）服务员	mini bar attendant
83	混合饮料	mixed drink
84	调酒饮料	mixer
85	无酒精鸡尾酒	mocktail
86	芥末酱	mustard
87	无酒精的	non-alcoholic
88	摊鸡蛋	omelet
89	免费的	on the house
90	明火	open flame
91	双面煎鸡蛋	over easy
92	薄饼	pancake
93	意大利面食（总称），意式通心粉	pasta
94	旺季	peak /busy season

95	胡椒小手磨	pepper mill
96	水壶	pitcher
97	斟酒	pour wine
98	班前例会	pre-shift meeting
99	自助餐	buffet
100	布丁	pudding
101	南瓜	pumpkin
102	采购	purchase
103	野兔	rabbit
104	萝卜	radish
105	葡萄干	raisin
106	一分熟, 嫩的	rare
107	饺子	ravioli
108	生食	raw food
109	原料	raw produce
110	配方, 菜谱	recipe
111	红色肉类	red meat
112	红葡萄酒	red wine
113	红酒杯	red wine glass
114	二次点单	re-order
115	回头客	repeat customer
116	保留席	reserved table
117	卫生间, 盥洗室, 洗手间	restroom
118	雷司令白葡萄酒	Riesling
119	烤鸭	roast duck
120	朗姆酒	rum
121	安全鞋	safety shoe
122	色拉, 凉拌生菜	salad
123	色拉味调料	salad dressing
124	大马哈鱼, 鲑鱼	salmon
125	盐	salt
126	椒盐瓶	salt and pepper shaker
127	盐瓶	salt mill
128	卫生	sanitation
129	满意, 满足	satisfaction
130	沙司瓶	sauce bottle
131	垫盘, 茶碟	saucer
132	香肠	sausage
133	长相思白葡萄酒	Sauvignon Blanc
134	炒鸡蛋	scrambled egg
135	侍者	server

136	口布	service cloth
137	摆台, 铺台	set the table
138	贝类	shellfish
139	副菜, 衬菜	side dish
140	落台, 备餐台	side station
141	吸烟区	smoking section
142	点心	snack
143	软心煮蛋	soft-boiled egg
144	汤勺	soup spoon
145	汤匙	soup spoon
146	桌裙	table skirt
147	意大利细面条	spaghetti
148	辛辣的	spicy
149	菠菜	spinach
150	拆单	split up the bill
151	变质食物	spoiled food
152	现榨果汁	squeezed juice
153	不新鲜的	stale
154	标准食谱表	standard recipe
155	头盆, 前菜, 开胃菜	starter
156	全熟	well done
157	牛排	steak
158	肉排叉	steak fork
159	肉排刀	steak knife
160	蒸	steam
161	管事, 管理员, 服务员, 餐饮主管	steward
162	煸炒	stir-fry
163	草莓	strawberry
164	糖缸	sugar bowl
165	单面煎的(鸡蛋)	sunny-side up
166	供应商	supplier
167	台布	table cloth
168	套餐	table d'hôte
169	餐叉	table fork
170	餐刀	table knife
171	雪莉酒	sherry
172	桌布	tablecloth
173	餐具	tableware
174	自来水	tap water
175	T骨牛排	T-bone steak
176	茶歇	tea break

177	嫩腰肉	tenderloin
178	座台餐牌, 立卡	tent card
179	主题餐厅	themed restaurant
180	小费	tip
181	吐司面包	toast
182	黄油吐司	toast with butter
183	代币, 代价品	token
184	番茄	tomato
185	番茄汁	tomato juice
186	番茄酱	ketchup
187	牙签盅	toothpick holder
188	火鸡	turkey
189	器皿	utensil
190	小牛肉	veal
191	蔬菜	vegetable
192	素食者	vegetarian
193	仓库	warehouse
194	西瓜	watermelon
195	婚宴	wedding banquet
196	五分熟的	medium
197	生奶油	whipped cream
198	白色肉类	white (light) meat
199	野鸭	wild duck
200	酸奶, 酸乳	yogurt/yoghurt

2. 句子翻译

题号	题目	参考答案
1	主菜有香酥比目鱼、腓利牛柳和烤鸭。	For a main course, we have stuffed flounder, filet mignon and roast duck.
2	我们这里有炒菠菜、柠檬土豆、什锦蔬菜以及花菜供您挑选。	You have a choice of sautéed spinach, lemon potatoes, mixed vegetables, or broccoli.
3	先生, 打扰您了, 我向您推荐这款美式里脊牛排, 吃起来很嫩, 顾客很喜欢。	Excuse me, sir. Let me recommend to you our very popular grilled US sirloin steak. It is very tender.
4	您还要了一份烤土豆和配意式调料的沙拉。是这样的吗?	You also ordered a baked potato and salad with Italian dressing. Is that correct?
5	面包布丁是用葡萄干加鸡蛋布丁一起烤的甜面包。	The bread pudding is sweet bread with raisins baked in an egg pudding mix.
6	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?

7	我马上为您拿来甜点和咖啡。	I will bring your desserts and coffee to you in a moment.
8	慕斯配冰激凌或是香草冰激凌，任您挑选。	The mousse is served with cream or vanilla ice cream, whichever you like.
9	您点了鸡尾虾酒作为开胃品，然后是全熟的牛排和鸡肉意面各一份。	You would like the shrimp cocktail to start, followed by the steak cooked well done, and the chicken pasta.
10	您吃得还满意吗？您要看一下甜点单吗？	Did you enjoy your meal? Would you like to see the dessert menu?
11	您的开胃菜要配一些红葡萄酒吗？1999年的Chateau Montfort怎么样？	Did you want to order a red wine with your starter as well? What about Chateau Montfort 1999?
12	非常抱歉，是我们弄错了，我会扣除牛排这一项费用，然后给您重打印一张账单。	I am sorry; this is our mistake. I will deduct the steak and reprint the bill.
13	先生，很抱歉，验钞机显示这张100元现钞不能用。	Sir, I am very sorry to say our bill detector says this 100 RMB bill is no good.
14	鸡蛋是要炒的、煎的、水波蛋，还是全熟煮鸡蛋？	How would you like the eggs to be cooked, scrambled, fried, poached or boiled?
15	我在托盘小碟子里放了一些芥末酱，你吃牛排的时候可以蘸用。	I have put some mustard on a side dish on your tray for your steak.
16	如果您不想被打扰的话，可以在餐后将盘碟放在门外，我会来收的。	You can leave the tray outside your door if you don't wish to be disturbed. I will come and get it later.
17	对不起，先生，我刚查询了您的房价。这个价格只包含一份早餐。	I am sorry, sir. I just checked your room rate. The package for this room rate only includes one breakfast.
18	如果您明天想换别的口味，我会再向您介绍一些上海其他餐厅的信息。	If you want to change the taste tomorrow, I will give you more information about the other kinds of restaurant in Shanghai.
19	我们晚餐六点开火，十点钟停止点单。	We open at six in the evening, and we take last order at ten.
20	我对此觉得很抱歉。这是少有的一时过失，因为我们每天都从市场采购新鲜龙虾。	Sorry to hear that. This is quite unusual as we have fresh lobster from the market every day.

3. 应景服务

题号	题目	参考答案
1	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.	<p>Server: Excuse me, sir. May I take your order now?</p> <p>Customer: Yes, I'd like the fillet steak with fried potatoes and a green salad.</p> <p>Server: One fillet steak with fried potatoes and a green salad.</p> <p>Customer: Yes, that's right.</p> <p>Server: How would you like your steak done, sir? Rare, medium, or well done?</p> <p>Customer: Oh, medium rare, please.</p> <p>Server: Very good, sir.</p>
2	One customer (Wang) has finished his /her main course in a restaurant. The server: 1) asks how the customer enjoyed the food; 2) takes orders for dessert for the customer; 3) recommends one dessert; 4) leaves politely.	<p>Server: How is everything?</p> <p>Customer: Delicious.</p> <p>Server: May I show you the dessert menu?</p> <p>Customer: What do you recommend?</p> <p>Server: The chocolate mousse. It's the best in town!</p> <p>Customer: Okay, I'll have the mousse, please. Also, may I have the check?</p> <p>Server: Coming right up.</p>
3	The server is taking orders for starters for his or her customers. She or he: 1) offers two choices of western soup; 2) takes the first customer's soup order; 3) takes the second customer's starter order; 4) suggests a fruit; 5) takes their wine order.	<p>Server: Would you like the vegetable soup or the consommé, madam?</p> <p>Customer: Oh, the vegetable, I think.</p> <p>Server: Vegetable soup. And for you, sir?</p> <p>Customer: Well, I'm slimming. I'm not too sure.</p> <p>Server: I'd suggest the melon, sir.</p> <p>Customer: OK, yes.</p> <p>Server: Have you chosen your wine, sir and madam?</p> <p>Customer: Yes. We'll have the St. Emilion.</p>

4	<p>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.</p>	<p>Customer: The steak was recommended, but it is 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, madam. Here is the bill. I crossed out the steak off the bill. Your room number, madam? Customer: Room 1108.</p>
5	<p>The server is taking a Western food order for the customers. The server: 1) takes the customer's order for a starter; 2) takes the customer's order for the main course; 3) asks how the food will be cooked; 4) repeats the order.</p>	<p>Server: Good evening, Mr. and Mrs. Williams. Are you ready to order? Customer: I think so. Server: Mrs. Williams, what would you like to order to start? Customer: I would like shrimp cocktail for a starter. Server: Very good, and to follow? Customer: The steak, please. Server: The steak is cooked rare; is that OK? Customer: No, I would like it well done.</p>
6	<p>The server is taking a Western food order for the customer. The server: 1) takes the customer's order for the main course; 2) suggests a potato; 3) takes the guest's side order and suggests one vegetable; 4) repeats the order.</p>	<p>Server: Mr. Williams, what would you like to eat? Customer: The chicken pasta for the main course. Server: Certainly, sir. Would you like a potato, too? Customer: Yes, I would like a baked potato and a salad with Italian dressing. Server: Very good, sir. Would you like to order any vegetables? What about some steamed broccoli? Customer: Yes, please. Server: Yes, sir. Let me repeat your order. You would the chicken pasta, a baked potato and salad with Italian dressing and a side order of broccoli. Is that correct?</p>

7	<p>The customer has finished his or her main course. The server is taking the dessert order for the customer. The server: 1) asks how the customer feels about the meal; 2) takes the dessert order; 3) explains the bread pudding; 4) leaves politely.</p>	<p>Server: Good evening. Did you enjoy your meal? Customer: Yes, thank you. It was very good. Server: Would you like to see the dessert menu? Customer: Oh, yes, please. Server: What would you like to order? Customer: What is bread pudding? Server: It is sweet bread with raisins baked in an egg pudding mix. Customer: That sounds good.</p>
8	<p>The customer has finished his or her main course. The server is taking the dessert and coffee orders for the customer. The server: 1) takes the dessert order; 2) suggests two kinds of cake; 3) explains what the cakes are served with; 4) takes the coffee order for the customer.</p>	<p>Server: What would you like for dessert, Mr. Williams? Customer: I would something chocolaty, please. What do you suggest? Server: We have a rich dark Black Forest Cake, or maybe you would prefer the chocolate mousse? Customer: The mousse sounds great. What is it served with? Server: Cream or vanilla ice cream, whichever you like. Customer: Both I think. Is that alright? Server: Certainly. Would you like coffee as well? Customer: Yes, please. Server: Very good. I will bring your desserts and coffee to you in a moment.</p>
9	<p>The server is taking and serving a wine order for the customer, Mr. Brown. The sever: 1) asks the customer to order the wine; 2) suggests Cabernet Sauvignon to go with the main course; 3) asks if the customers wants a white wine for the starter; 4) serves the red wine to the customer (including the vintage).</p>	<p>Server: Good evening, Mr. Brown. Have you decided which wine you would like? Customer: I think this Merlot would go with the lamb that I ordered. Server: It would, but maybe the sweeter Cabernet Sauvignon would go better with the sauce that comes with the lamb. Customer: Great! We will go with that one, then. Server: Did you want to order a white wine with your starter as well? Customer: No, thank you, just the red. Server: Certainly. Here is the Chateau Montfort 1999.</p>

10	<p>The server is taking and serving a wine order for the customer, Mr. Wilson. The server: 1) asks the customer 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 customer (including the vintage).</p>	<p>Server: Good evening, Mr. Wilson. Have you decided which wine you would like? Customer: I have no idea. What do you suggest? Server: The Cabernet Sauvignon would go better with the sauce that comes with the lamb. Customer: Great! We will go with that one, then. Server: May I serve it to you now? Customer: Yes, please. Server: Certainly. Here is the Chateau Montfort 1999.</p>
11	<p>Before the main course is served, the server serves the customer the wine the customer has ordered for the starter. The server: 1) gives a bottle of white wine to the customer (including the name of the wine and the vintage); 2) offers to open the wine and gives the cork to the customer; 3) pours some wine into the glass; 4) leaves politely.</p>	<p>Server: You ordered a white wine with your starter, sir. Here is Sauvignon Blanc 1987. Customer: I'll have this with my salad. Server: Let me open it for you (Opens the bottle using a wine key). Here is the cork. Please have a look at it. Customer: Go ahead, please. Server: I'll fill your glass with it. Please have a taste of it now. Customer: It tastes very good. Server: I'm glad to hear that.</p>
12	<p>Before the main course is served, the server serves the customer the wine the customer has ordered for the lamb. The server: 1) gives a bottle of red wine to the customer (including the name of the wine and the vintage); 2) offers to open the wine and gives the cork to the customer; 3) pours some wine into the glass; 4) leaves politely.</p>	<p>Server: Sir, you ordered Cabernet Sauvignon that comes with the lamb. Customer: Great! We will go with that one, then. Server: Certainly. Here is the Chateau Montfort 1999. Customer: Ah, a good vintage. Server: Let me open it for you. Here is the cork. Please have a look at it. Customer: Go ahead, please. Server: I'll fill your glass with it. Please have a taste of it now. Customer: It tastes very good. Server: I'm glad to hear that.</p>

13	<p>The customer has finished his or her dinner and is settling the bill. The server: 1) shows the bill and says the total charge; 2) refuses to give discount; 3) names three kinds of credit card; 4) leaves politely.</p>	<p>Customer: I'm full. Can I have my bill, please? Server: Certainly, sir. Just a minute, please. Here is your bill, sir. The total figure is RMB 473 yuan. Customer: Oh, I see. Could you give me any discount? Server: I'm afraid we can't. Customer: Can I pay by credit card? What credit card do you accept? Server: Certainly, sir. American Express, Visa and Master card. Customer: Here you are, my Master Card. Server: Thank you very much, sir. Have a nice day!</p>
14	<p>The customer has finished his or her dinner and is settling the bill. The server: 1) shows the bill and says the total charge; 2) refuses to give discount; 3) advises the customer to put the meal onto the room account; 4) leaves politely.</p>	<p>Customer: I'm full. Can I have my bill, please? Server: Certainly, sir. Just a minute, please. Here is your bill, sir. The total is RMB 473 yuan. Customer: Oh, I see. Could you give me any discount? Server: I'm afraid we can't. Customer: Can I pay by credit card? Server: Certainly, sir. Since you're staying in our hotel, you can also sign your bill. Customer: Good idea. I'll do that then. Server: Thank you very much, sir. Have a nice day!</p>
15	<p>The customer has finished his dinner and is settling the bill. The server: 1) shows the bill and says the total charge; 2) explains the bill (a glass of tea for RMB 50 yuan); 3) shows the customer the price list on the table; 4) settles the payment.</p>	<p>Customer: Yes, we'd like to check the bill. You see, I ordered only two dishes. Server: The bill comes to RMB 200 yuan. Customer: What is this RMB 50 yuan for? Server: Let me see, sir. I think you ordered a glass of tea, RMB 50 yuan. Customer: Isn't it free? Server: I'm afraid it isn't, sir. You see, here the sign says "Teas not included". Customer: Alright. I see. Here is the money. Server: Thank you. Have a nice day.</p>

16	<p>A server spilled some cheese sauce all over the customer. The customer is talking to the restaurant manager. The manager: 1) greets the customer; 2) makes apologies; 3) tries to solve the problem; 4) leaves politely.</p>	<p>Manager: Good evening, sir. My name is Mary White, I'm the manager. What's the problem? Customer: The problem is that your waiter has spilled sauce all over me! Look at my new suit. It is covered in cheese sauce. Manager: Please accept my apologies. Customer: But what about my suit? Manager: We will pay for it to be cleaned now. Could we offer you a coffee while you wait? Its' on the house. Customer: All right then. I will have a large cappuccino, with chocolate on top and a biscuit.</p>
17	<p>A server is taking breakfast order for the customer. He or she: 1) offers to help; 2) suggests the American breakfast; 3) explains what the breakfast includes; 4) leaves politely.</p>	<p>Server: Are you ready to order now, sir? Customer: Well, not yet. Can you recommend something to me? Server: Certainly, sir. You can try our American breakfast. Customer: OK. I'll take it. What does it include? Server: Sausage with eggs, over easy; bread with butter; coffee or tea. Customer: Fine. Server: Your breakfast will be coming up shortly.</p>
18	<p>At 8:30 a.m. the next morning, there is a light tap at Mr. White's room door. The server is sending the breakfast to the customers' room. The server: 1) knocks at the door; 2) asks where to place the breakfast; 3) serves coffee for the customer; 4) asks the customer to sign the bill; 5) leaves politely.</p>	<p>Server: Room Service. May I come in? Customer: Yes, come in please. Server: Thank you, Mr. White. I've brought you the breakfast you ordered. Where shall I put it? Customer: Oh yes, thank you. Could you put them on the table over there, please? Server: Shall I pour a coffee straight away, sir? Customer: Yes, please. Server: Could you please sign your name on the bill here, Mr. White? Customer: OK. Server: Thank you, Mr. White. Please enjoy your breakfast and have a pleasant day. See you soon.</p>

19	<p>A server is taking American breakfast order for the customer. He or she: 1) asks about the way of cooking eggs; 2) gives three choices of meat to go with the eggs; 3) gives two choices of bread; 4) repeats the order.</p>	<p>Server: How would you like your eggs? Customer: Fried, I think. What do you have to go with the eggs? Server: We have bacon, ham or sausage, madam. Customer: Sausage, please. What bread can I order? Server: Would you like a croissant or toasted bread? With jam or butter? Customer: No, I think the toasted bread, with jam. Server: Thank you, madam. So you have ordered fried eggs with sausage, toasted bread with jam. Am I correct?</p>
20	<p>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.</p>	<p>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.</p>
21	<p>A server is taking fast food orders for a walk-in customer. The server: 1) offers to help; 2) repeats the first order for food; 3) takes the drink order; 4) says the total charge.</p>	<p>Server: Welcome, what would you like to order? Customer: I would like to get a double cheeseburger. Server: A double cheeseburger. Can I get you anything to drink? Customer: Sure, how about a medium Pepsi? Server: Your total is \$5.48. Customer: Thank you. Here you go.</p>

22	<p>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.</p>	<p>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.</p>
23	<p>A server is taking dessert orders for a customer. The server: 1) asks about the customer's comment on the meal; 2) offers to take dessert orders; 3) gives two choices of dessert; 4) takes drink order for the dessert.</p>	<p>Server: Did you enjoy your meal? Customer: Yes, we really enjoyed it. Server: Are you interested in some dessert? Customer: Yes, that sounds great. Server: We have chocolate mousse cake, and a spicy rum apple crisp for our specials. Customer: The apple crisp sounds great. Server: Would you like coffee or tea with your dessert? Customer: Let's have coffee, please. Server: OK. I will be right back with your desserts and drinks.</p>
24	<p>A server is taking food orders for a customer in a restaurant. The server: 1) asks about the customer's order; 2) introduces two specials of the day; 3) introduces two vegetarian selections; 4) leaves politely.</p>	<p>Server: Are you ready to order? Customer: I think that we have a pretty good idea of what we would like to order. Server: Let me tell you about the specials of the day, which are chicken in a wine sauce with capers, and grilled garlic shrimp. Customer: I am a vegetarian. Do you have any vegetarian selections? Server: You could choose the roasted vegetable and garlic pizza or the goat cheese and candied walnut salad. Customer: I think that we will split the roasted vegetable and garlic pizza. Server: That is a good selection, and I can bring your salads now.</p>

25	<p>A server is taking orders for a customer in a restaurant. The server:</p> <p>1) asks about the drink order; 2) takes the appetizer order; 3) asks about extra appetizers; 4) takes the order for the rest of food.</p>	<p>Server: May I get you anything to drink? Customer: Yes, please. May I get a glass of lemonade? Server: Would you like an appetizer? Customer: May I get an order of barbeque barbeque chicken wings? Server: Sure, would you like anything else? Customer: That'll be fine for now, thank you. Server: Tell me when you want to order the rest of your food. Customer: Steak with onion, rare, please.</p>
26	<p>The server is taking orders for the customer in a restaurant. The server:</p> <p>1) asks to take order; 2) repeats the customer's orders and takes the main course order; 3) recommends a main course; 4) takes the drink order.</p>	<p>Server: Are you ready to order, sir? Customer: Yes. I'll have the beef stew for starters and my friend would like tomato soup. Server: One beef stew and one tomato soup. What would you like for the main course? Customer: What do you recommend? Server: The pepper steak is very good. Customer: OK. I'll have that. Server: Certainly. Would you like something to drink? Customer: Yes, please. May I see the wine list?</p>
27	<p>The server is taking a customer's order for western dinner. The server:</p> <p>1) offers to get some drink for the customer; 2) introduces two specials of the main course; 3) takes side orders and introduces four vegetables; 4) introduces three kinds of dressing (French, for example).</p>	<p>Server: Good evening, madam. Here's your menu. What can I get you to drink? Customer: I'd like a martini, please. Server: Good. For main courses, we have two specials, charbroiled steak and leg of lamb. Which do you prefer? Customer: The leg of lamb sounds good to me. Server: Fine. Vegetables are peas and carrots, broccoli, corn, or string beans. Which do you like? Customer: Peas and carrots. Server: Certainly. What kind of dressing? French, Italian or Russian? Customer: Italian.</p>

28	<p>The server is taking a customer's order for a main course. The server:</p> <p>1) offers to get some drink for the customer; 2) introduces two specials of the main course; 3) asks about the way of cooking the ordered food; 4) takes the side order and introduces four vegetables; 5) introduces three kinds of dressing (French, for example) and leaves politely.</p>	<p>Server: For main courses, we have two specials, charbroiled steak and leg of lamb. Which do you prefer?</p> <p>Customer: I think I'll get the charbroiled steak.</p> <p>Server: Certainly. How would you like the steak done, rare, medium, or well done?</p> <p>Customer: And I'd like it medium—rare.</p> <p>Server: Fine. Vegetables are peas and carrots, broccoli, corn, or string beans. Which do you like?</p> <p>Customer: And with the broccoli.</p> <p>Server: Fine. Your order will be served shortly.</p>
29	<p>The server is taking a customer's order for western dinner. The server:</p> <p>1) offers to take order; 2) responds to the customer's order (for example, a beef steak); 3) takes the dessert order; 4) takes the drink order.</p>	<p>Server: Can I take your order now?</p> <p>Customer: Yes, country soup, a beef steak.</p> <p>Server: Would you like the steak well done or rare?</p> <p>Customer: Well done.</p> <p>Server: Very good. And what would you like for dessert?</p> <p>Customer: What do you say to vanilla ice cream?</p> <p>Server: Very good.</p> <p>Server: Would you care for something to drink?</p> <p>Customer: Yes, a bottle of dry white wine.</p>
30	<p>The server comes to settle the customer's complaint about the steak. The server: 1) offers to help; 2) asks about the problem with the steak (for example, the steak was done too rare); 3) apologizes and offers a way to solve the problem; 4) leaves politely.</p>	<p>Server: Is anything the matter, madam?</p> <p>Customer: Yes, it is my steak.</p> <p>Server: What's wrong with it, madam?</p> <p>Customer: It is too raw. I wanted mine well done. But this one here is at most medium.</p> <p>Server: I'm sorry you didn't enjoy it, madam. I'll return it to the kitchen and bring you one that's well cooked.</p> <p>Customer: Sorry for the trouble.</p> <p>Server: That's perfectly all right.</p>

四、鸡尾酒调制

1. 词汇

题号	中文术语	英文术语
1	葡萄干	raisin
2	爱尔兰威士忌酒	Irish Whiskey
3	吧台	bar counter
4	白兰地	brandy
5	白兰地酒杯	brandy snifter
6	白葡萄酒	white wine
7	半干型的	off-dry
8	半甜型的	medium
9	宝石红	ruby
10	比例	proportion
11	冰铲	ice scoop
12	冰块	ice cube
13	冰葡萄酒	ice wine
14	冰钳	ice tongs
15	冰桶	ice bucket
16	冰镇的	chilled
17	波旁威士忌酒	bourbon
18	波特酒	port
19	菠萝	pineapple
20	箔纸	foil
21	干型的, 不甜的	dry
22	不新鲜的	stale
23	餐后甜酒, 利口酒	liqueur
24	餐前酒	aperitif
25	植物型风味	vegetal flavor
26	草莓	strawberry
27	茶色的	tawny
28	茶叶罐, 小盒子	caddy
29	陈年	ageing
30	陈酿	XO
31	橙皮甜酒	triple sec
32	赤霞珠	Cabernet Sauvignon
33	纯净水	still water
34	纯饮	straight up
35	打火机	cigarette lighter
36	打折饮品	drink special

37	单宁	tannin
38	低卡低酒精的淡啤酒	lite beer
39	贮藏啤酒	lager
40	兑和的	built
41	二次点单	re-order
42	二氧化碳	carbon dioxide
43	发酵	fermentation
44	风味	flavor
45	蜂蜜	honey
46	伏特加酒	vodka
47	服务车	service trolley
48	干杯	cheers
49	干布	dry cloth
50	干邑白兰地酒	cognac
51	挂杯	leg
52	果汁（搅拌）机	blender
53	过滤	filter
54	喝醉	intoxication
55	红葡萄酒	red wine
56	花香	floral flavor
57	黄油	butter
58	晃动，旋转	swirl
59	灰品诺（葡萄酒）	pinot grigio
60	回头客	repeat customer
61	回味	finish
62	混合饮料	mixed drink
63	搅和	blend
64	搅和的	blended
65	鸡尾酒调酒器	cocktail shaker
66	加冰块	on the rocks
67	姜汁无酒精饮料（美味汽水）	ginger ale
68	搅拌棒	stir stick
69	调酒棒	swizzle stick
70	搅拌器	stirrer
71	搅拌匙	mixing spoon
72	调和的，搅拌的	stirred
73	酵母	yeast
74	金酒，杜松子酒，琴酒	gin
75	静酒	still wine
76	（酒吧）常客	regular
77	酒吧巾	beverage napkin

78	酒吧揩布	bar towel
79	酒吧用小刀	bar knife
80	酒吧（用长柄）匙	bar spoon
81	酒保，酒吧服务员	bartender
82	酒标	label
83	酒单	wine list (menu)
84	酒度数	ABV (alcoholic by volume)
85	地窖	cellar
86	酒窖	wine cellar
87	酒精饮料	alcohol
88	酒框	wine basket
89	酒瓶	wine bottle
90	酒水打折时段（下午四五点钟）	happy hour(s)
91	酒水专家	wine expert
92	酒体	body
93	酒体丰满的	full bodied
94	冷酒器，镇酒冰壶	wine cooler
95	芳香	aroma
96	酒香	bouquet
97	酒庄	wine chateau
98	酒钻，软木起子	corkscrew
99	开瓶器	bottle opener
100	烤面包	toast
101	口红印记	lipstick mark
102	苦艾酒	vermouth
103	苦味酒	bitter
104	矿泉水	mineral water
105	朗姆酒	rum
106	雷司令白葡萄酒	Riesling
107	荔枝	lychee
108	烈酒杯	shot glass
109	烈性黑啤酒	stout
110	烈酒	spirit
111	龙舌兰酒	tequila
112	论杯（瓶）卖	by the glass (bottle)
113	马丁尼酒	martini
114	麦芽酒	ale
115	芒果	mango
116	梅洛红葡萄酒	Merlot
117	免费的	on the house
118	明火	open flame

119	年份（葡萄酒）	vintage
120	柠檬汽水	lemonade
121	啤酒	beer
122	苹果酒	cider
123	葡萄	grape
124	葡萄酒杯	wine glass
125	七喜	Seven Up
126	起泡酒	sparkling wine
127	气泡	bubble
128	汽水，苏打水	sparkling water (soda water)
129	钳子	tongs
130	浅色佳酿（8--25 年高级白兰地）	VSOP
131	青椒	green pepper
132	清咖啡	black coffee
133	热带水果	tropical fruit
134	软木塞	cork
135	软饮料，无酒精饮品	soft drink
136	湿布	damp cloth
137	熟化	maturation
138	水罐	pitcher
139	睡前饮料	night-cap
140	苏打水	soda water
141	苏格兰威士忌酒	scotch
142	酸橙	lime
143	酸度	acidity
144	酸威士忌	whiskey sour
145	碎冰机	ice crusher
146	碳化的，含二氧化碳的	carbonated
147	汤力水，奎宁水	tonic
148	糖	sugar
149	桃红葡萄酒	Rosé wine
150	特级葡萄酒	Grand Cru
151	特色饮料	specialty drink
152	甜型的	sweet
153	甜酒	sweet wine
154	调酒饮料	mixer
155	桶装啤酒	draught beer
156	外溢液体	spill
157	晚装瓶波特酒	LBV port
158	旺季	peak /busy season
159	威士忌酒	whiskey

160	未陈年的	unaged
161	未成年人	minor
162	未经橡木桶熟化的	unoaked
163	无酒精鸡尾酒	mocktail
164	无酒精饮料	non-alcoholic
165	西番莲果	passion fruit
166	西拉红葡萄酒, 设拉子	Shiraz
167	西柚	grapefruit
168	吸管	straw
169	霞多丽白葡萄酒	Chardonnay
170	现榨果汁	squeezed juice
171	香槟	champagne
172	香槟鸡尾酒	champagne cocktail
173	香槟酒杯	champagne flute
174	香草	vanilla
175	橡木桶	oak barrel
176	小口抿酒	sip
177	小量杯	jigger
178	香料	spice
179	醒酒	breathe
180	醒酒器	wine decanter
181	雪碧	sprite
182	雪利酒	Sherry
183	血玛丽	Bloody Mary
184	压榨	press
185	烟草	tobacco
186	盐	salt
187	摇和的	shaken
188	一级葡萄酒	Premier Cru
189	饮料点单	drink order
190	樱桃	cherry
191	用鼻子闻	sniff
192	有机的	organic
193	长相思白葡萄酒	Sauvignon Blanc
194	斟酒服务员	sommelier
195	斟酒量不够	underpouring
196	斟入, 冲泡, 倒入	pour
197	蒸馏酒	distilled wine
198	直饮水	tap water
199	装饰	garnish
200	醉酒的人	drunk

2. 句子翻译

题号	题目	参考答案
1	这些是您要的花生和开胃饼干，还有一条餐巾。	Here are some peanuts and some savory crackers, and a napkin.
2	先生，很抱歉。有什么问题吗？	I'm terribly sorry about that, sir. What seems to be the matter?
3	您要再来一杯饮料吗？这一份买单。	Can I get you another drink? This one is on the house.
4	再来一杯酸威士忌？先生，我马上给您拿来。请问您喜欢哪一种威士忌？	Another whiskey sour? Right away, sir. Do you have any preferences on the whiskey?
5	那边有一瓶十二年的杰克·丹尼尔威士忌。	That bottle over there is Jack Daniel's - aged 12 years.
6	欢迎来到“酒水打折时段”。这里的酒水在下午五点至晚上八点期间打对折。	Welcome to our "Happy Hours". Our drinks are at half price from 5:00 p.m. to 8:00 p.m.
7	一份威士忌苏打，不加冰，我马上拿来。先生，请慢用。	One whisky soda, no ice, coming up immediately. Cheers, sir.
8	来一杯不含酒精的鸡尾酒吧，比如胡椒菠萝，还是尤利橙汁？	What about a non-alcoholic cocktail - a Pineapple Pepper Upper or an Orange Julius?
9	这里空气很闷。您要出去呼吸点新鲜空气吗？	It is very stuffy here. Would you like to get some fresh air?
10	也许稍后您会再来喝杯睡前饮料。谢谢光临。	See you later for a night-cap, maybe. Thanks for coming.
11	先生，对不起。这是我们的最低收费：两杯饮料，每杯 90 元人民币，再加 10% 的服务费。	I'm sorry, sir. That's our minimum charge --- two drinks at RMB 90 yuan each, plus 10% service charge.
12	果汁杯怎么样？里面有香槟酒、黑朗姆酒、橘子汁、柠檬汁、菠萝汁、糖和姜味汽水。	How about a Fruit Juice Cup? That has: champagne, dark rum, orange juice, lemon juice, pineapple juice, sugar and ginger ale in it.
13	曼哈顿怎么样？这是一道经典鸡尾酒：加拿大威士忌加苦艾酒和苦味酒。	How about a Manhattan? It is a classic drink: Canadian whiskey, vermouth and angostura bitter.
14	果味鸡尾酒是由橘子汁、葡萄汁、西番莲果汁、酸橙汁、芒果汁、菠萝汁和一些猕猴桃糖浆调成的。	The Fruit Cocktail has orange, grapefruit, passion fruit, lime, mango and pineapple juice, with just a little kiwi syrup in it.
15	我们这里没有生啤，只有瓶装啤酒。	We don't have any draught beer. We only have bottled beer.
16	夏威夷岛冲浪与魔幻岛相似，它是用椰子汁、菠萝汁和橘汁沙冰调制而成。	The Hawaii Surfer is similar to Magic Island, with coconut, pineapple and orange sorbet.

17	布朗先生，您今晚要喝点什么？是不是像往常一样来杯啤酒？	What's your pleasure this evening, Mr. Brown? Your usual beer?
18	这是普施咖啡，又叫彩虹酒。它是由几种不同的餐后甜酒调制而成的。看上去像彩虹。	It's a "pousse café" or "Rainbow Cocktail", and it is made from several liqueurs. It looks like a rainbow.
19	论罐买啤酒比论杯买啤酒划算。	Buying beer by the pitcher is cheaper than buying it by the glass.
20	对不起，您喝醉了，我们不能卖酒给您。	I'm sorry but I can't serve you since you're intoxicated.

3. 应景服务

题号	题目	参考答案
1	Two customers are at the bar. The bartender is taking their orders for drinks. He or she: 1) takes the first customer's order; 2) repeats the order and suggests something to go with the order (for example, a gin and tonic with ice or lemon); 3) takes the second customer's order; 4) offers three choices of whiskey; 4) offers two choices of how to serve whiskey; 5) leaves politely.	<p>Bartender: Welcome to Grand View Hotel. What can I get for you?</p> <p>Customer 1: I'd like a gin and tonic, please.</p> <p>Bartender: A gin and tonic, Would you like ice and lemon with it?</p> <p>Customer 1: Yes, please. A lump of ice.</p> <p>Bartender: And you, sir? What's your pleasure?</p> <p>Customer 2: What kinds of whiskey do you have?</p> <p>Bartender: We have Irish whiskey, rye, Bourbon and so on.</p> <p>Customer 2: I'll have large Bourbon.</p> <p>Bartender: Straight up or on the rocks?</p> <p>Customer 2: Straight up, please. No ice or anything.</p> <p>Bartender: Certainly, sir.</p>
2	A customer asks to pay the bill after having drinks at the bar. The bartender comes with his or her bill and: 1) tells the total charge; 2) explains the percentage of service charge and asks the way of payment; 3) takes the money and gives the change to the customer; 4) leaves politely.	<p>Customer: Bring me the bill, please.</p> <p>Bartender: Here it is, madam. That'll be RMB 56 yuan.</p> <p>Customer: Is the service charge included?</p> <p>Bartender: Yes, madam. A ten percent service charge is included. How would you like to pay?</p> <p>Customer: Can I pay cash?</p> <p>Bartender: Sure, of course.</p> <p>Customer: Here is RMB 100 yuan.</p> <p>Bartender: Thank you. Here is your change, madam.</p> <p>Customer: Thank you for your kind service. See you later.</p> <p>Bartender: We hope to serve you again soon.</p> <p>Good night!</p>

3	<p>The bartender is at the hotel bar serving Wendell, a repeat customer. The bartender: 1) greets the customer; 2) takes the drink order; 3) shows the cocktail list and suggests an alcoholic cocktail (Long Island Ice Tea, for example); 4) explains what are in the cocktail.</p>	<p>Bartender: Good evening, Ms. Wendell. Great to see you again. Customer: Hi, Sean. Good to see you. Bartender: What can I get you? Customer: We would like a nice cocktail; what have you got? Bartender: Here's the cocktail list. How about a Long Island Ice Tea? Customer: Sounds good. What's in it? Bartender: Tequila, white rum, vodka, gin, triple sec, lemon juice, sugar and cola. Customer: Wow, very good.</p>
4	<p>The bartender is at the hotel bar serving Mr. Wendell, a repeat customer. The bartender: 1) takes the drink order; 2) suggests an alcoholic cocktail (Manhattan, for example); 3) explains what are in the cocktail; 4) serves the cocktail.</p>	<p>Bartender: How about you, Mr. Wendell? Customer: A whiskey cocktail of some sort would be good. Bartender: How about a Manhattan? Customer: What's in that? Bartender: A Manhattan is a classic drink: Canadian whiskey, vermouth and angostura bitter. Customer: I'll have a Manhattan on the rocks then. Bartender: Excellent choice. Enjoy your drink.</p>
5	<p>The bartender is in a bar serving beverages to Mr. Brown. The bartender: 1) takes order for the customer; 2) suggest a soft drink; 3) shows the cocktail list; 4) explains what are in a non-alcoholic cocktail (Bora Bora, for example).</p>	<p>Bartender: Good evening. What can I get you? Customer: Something soft would be nice. Bartender: A cola or lemonade? Customer: Do you have any non-alcoholic cocktails? Bartender: Sure. Here's the cocktail list. Customer: What's in a Bora Bora? Bartender: Pineapple juice, dry ginger ale, grenadine and lime juice. Customer: Hmm, good.</p>

6	<p>The customer has finished his lunch and is settling the bill. The bartender: 1) shows the bill and says the total amount of the bill; 2) refuses to give a discount; 3) gives the names of three kinds of credit card; 4) leaves politely.</p>	<p>Customer: I'm full. Can I have my bill, please? Bartender: Certainly, sir. Just a minute, please . . . Here is your bill, sir. The total is RMB 473 yuan. Customer: Oh, I see. Could you give me any discount? Bartender: I'm afraid we can't. Customer: Can I pay by credit card? What credit card do you accept? Bartender: Certainly, sir. American Express, Visa and Master Card. Customer: Here you are, my Master Card. Bartender: Thank you very much, sir. Have a nice day!</p>
7	<p>The customer has finished his or her drinks and is settling the bill. The bartender: 1) shows the bill and says the total amount of the bill; 2) refuses to give a discount; 3) advises the customer to put the meal onto the room account; 4) leaves politely.</p>	<p>Customer: I'm full. Can I have my bill, please? Bartender: Certainly, sir. Just a minute, please. Here is your bill, sir. The total is RMB 473 yuan. Customer: Oh, I see. Could you give me any discount? Bartender: I'm afraid we can't. Customer: Can I pay by credit card? Bartender: Certainly, sir. Since you're staying in our hotel, you can also sign your bill. Customer: Good idea. I'll do that then. Bartender: Thank you very much, sir. Have a nice day!</p>
8	<p>The customer has finished his or her drinks and is settling the bill. The bartender: 1) shows the bill and says the total amount of the bill; 2) explains the bill (for example, a glass of tea for RMB 50 yuan); 3) shows the customer the price list on the table; 4) settles the payment.</p>	<p>Customer: Yes, we'd like to check the bill. You see, I ordered only two drinks. Bartender: The bill comes to RMB 200 yuan. Customer: What is this RMB 50 yuan for? Bartender: Let me see, sir. I think you ordered a glass of tea, RMB 50 yuan. Customer: Isn't it free? Bartender: I'm afraid it isn't, sir. You see, here the sign says "Teas not included". Customer: Alright. I see. Here is the money. Bartender: Thank you. Have a nice day.</p>

9	<p>After a tiring day, a customer (Jackson) relaxes at the bar. The bartender comes to serve Jackson a cocktail. The bartender: 1) offers to help; 2) suggests an alcoholic cocktail; 3) serves the cocktail; 4) serves two kinds of snack and a napkin.</p>	<p>Customer: Bartender, could I have a drink? Bartender: Excuse me, sir. Yes, what can I get you? Customer: I'd like an alcoholic cocktail. What do you have? Bartender: How about our whisky sour? Customer: Yes, please, I'd like that. Bartender: Certainly sir. Here's your drink. That should help. Customer: That's what I needed. Do you have any snacks? Bartender: Certainly, here are some peanuts and some savory crackers, and a napkin.</p>
10	<p>The bartender comes to take a second order for the customer. The bartender: 1) offers to help; 2) agrees to serve the cocktail; 3) suggests a beer; 4) responds to the customer's request for smoking.</p>	<p>Bartender: Can I get you another drink? Customer: Yes, I'll have another whiskey sour. Bartender: Right away, sir. Customer: Hmmmm, can you get me a bottle of beer? Bartender: I would recommend Qingdao Beer. Customer: That sounds good. I'd like to smoke. Bartender: Just a moment, here's an ashtray.</p>
11	<p>After having some drinks at the bar, the customer wants to settle the bill. The bartender: 1) says the total charge (RMB 198 yuan) on the bill; 2) says sorry and explains the hotel's policy – a minimum charge for two drinks with RMB 90 yuan each and the service charge; 3) answers the customer's question of not telling the minimum charge policy earlier.</p>	<p>Customer: Bill, please. Staff: Your bill, sir. The total comes to RMB 198 yuan. Customer: What! RMB 198 yuan for a drink? Staff: I'm sorry, sir. That's our minimum charge — two drinks at RMB 90 each, plus 10% service charge. Customer: Daylight robbery! Why didn't you tell me? Staff: I'm sorry, sir. There is a sign at the door, and this card on the counter. Customer: Okay, the music is great.</p>

12	<p>The bartender is in a bar serving beverages to Williams. The bartender: 1) offers to help; 2) suggests a soft drink; 3) brings the cocktail list as the customer wants a non-alcoholic cocktail; 4) recommends a tropical cocktail and explains what are in the cocktail.</p>	<p>Bartender: Good evening. What can I get you? Customer: Something soft would be nice. Bartender: A cola or lemonade? Customer: Do you have any non-alcoholic cocktails? Bartender: Sure. Here's the cocktail list. Customer: I want something tropical. Bartender: How about a Fruit Cocktail? That has orange, grapefruit, passion fruit, lime, mango and pineapple juice.</p>
13	<p>A bartender is taking drink orders for a customer at the bar. The bartender: 1) asks about the customer's order; 2) points to the wine list in the middle of the table; 3) agrees to offer mixed drinks; 4) introduces margarita -- the house special of the bar.</p>	<p>Bartender: Can I take your drink order? Customer: Where is your wine list? Bartender: The wine choices are posted on the little menu in the middle of the table. Customer: Do you have any mixed drinks available here? Bartender: We can make a number of mixed drinks at our bar. Customer: I heard that you are famous for your drinks. What are your specials? Bartender: Our house special is our Cuervo Gold margarita. Customer: I would love a margarita right now! That is what I am going to order.</p>
14	<p>A bartender is taking drink orders for a customer at the bar. The bartender: 1) agrees to offer mixed drinks; 2) introduces Bloody Mary -- the house special of the bar; 3) offers two choices of how to serve Bloody Mary.</p>	<p>Customer: Do you have any mixed drinks available here? Bartender: We can make a number of mixed drinks at our bar. Customer: I heard that you are famous for your drinks. What are your specials? Bartender: Our house special is our Bloody Mary. Customer: I would love a Bloody Mary right now! That is what I am going to order. Bartender: Can I prepare your drink on the rocks, or would you prefer it blended? Customer: I prefer it on the rocks, please.</p>

15	Wang and Lee are at a bar. The bartender is serving them. The bartender: 1) offers to help; 2) suggests Wang having white wine; 3) agrees and takes order for Lee; 4) agrees to offer soft drinks and suggests a non-alcoholic cocktail.	<p>Bartender: What may I offer you, ladies?</p> <p>Customer 1: I don't know what I want.</p> <p>Bartender: What about some white wine?</p> <p>Customer 1: Um.... A Sauvignon Blanc.</p> <p>Bartender: Certainly, madam. And what about you?</p> <p>Customer 2: Do you serve soft drinks?</p> <p>Bartender: Certainly, madam. But how about a non-alcoholic cocktail? A Pineapple Pepper Up or Orange Julius?</p> <p>Customer 2: I'll have the Orange Julius.</p>
16	The bartender is serving a customer at a bar. The bartender: 1) offers to help; 2) suggests a non-alcoholic cocktail; 3) suggests the customer having beer; 4) recommends a local brand beer.	<p>Bartender: What may I offer you, madam?</p> <p>Customer: Any suggestion?</p> <p>Bartender: How about a non-alcoholic cocktail? A Pineapple Pepper Up or Orange Julius?</p> <p>Customer: I'm not drinking that stuff.</p> <p>Bartender: Would you like a beer?</p> <p>Customer: Any local brand?</p> <p>Bartender: Qingdao Beer is very good.</p>
17	The customer is waving to the bartender to check the bill. The bartender: 1) offers to help; 2) says the total charge on the bill; 3) explains why the drink is cheap (reason: happy hours, for example); 4) suggests one snack.	<p>Bartender: What can I get you?</p> <p>Customer: Check the bill, please. How much do I owe you?</p> <p>Bartender: \$ 2 dollars, please.</p> <p>Customer: Wow! That's cheap.</p> <p>Bartender: It's happy hour. Draught beer is half price until 8:00 PM.</p> <p>Customer: Great! And do you serve food here?</p> <p>Bartender: Only bar snacks... Would you like some peanuts?</p>
18	The bartender is taking order for a customer at the bar. The bartender: 1) greets and asks to help; 2) introduces two brands of Scotch; 3) repeats the order and offers two choices of how to serve the Scotch; 4) serves the drink.	<p>Bartender: Good evening, sir! What can I make for you tonight?</p> <p>Customer: I'll have a Scotch.</p> <p>Bartender: We have Chivas Regal, Old Par, Johny Walker Black and Red Labels. Which would you like?</p> <p>Customer: Give me a Chivas Regal.</p> <p>Bartender: One Chivas Regal. And How would you like your Scotch, straight or on the rock?</p> <p>Customer: With iced water.</p> <p>Bartender: Here you are, sir. Scotch with iced water.</p>

19	<p>The bartender comes to the customer to settle the bill. The bartender: 1) asks about the customer's comment on the drink; 2) shows pleasure after hearing the customer's good comment; 3) says the total charge (drink cost plus service charge); 4) refuses to take the tips that the customer gives, and gives the change to the customer.</p>	<p>Bartender: How is everything, madam? Customer: Great. They are so nice. Bartender: I'm glad that you enjoyed. Customer: Now check the bill, please. How much do I owe you? Bartender: The drink is RMB 40 yuan plus 10% service charge. So the total is RMB 44 yuan. Customer: Here is RMB 50 yuan and you can keep the change. Bartender: That's very kind of you, sir. We don't accept tips here. And here is the change.</p>
20	<p>The bartender is taking order for a customer at a pub. She or he: 1) greets and offers help; 2) responds to the customer's request for a pint of beer by offering two choices of the usual kinds of beer; 3) gives four choices of the flavors of the crisps; 4) says the total charge of the orders.</p>	<p>Bartender: Good evening. What can I get you? Customer: A pint of beer and a coke please. Bartender: Bitter or lager? Customer: Lager please. And a packet of crisps. What have you got? Bartender: Salted, onion, cheese and ham, BBQ, Mediterranean. Customer: Salted please. Bartender: So, It will be RMB 44.5 yuan altogether. Customer: Here you are. Bartender: Thanks.</p>
21	<p>Two customers have almost finished their drinks. The bartender is called to the table. She or he: 1) asks about the customer's comment on the drinks and offers to take more orders; 2) says the total charge; 3) explains the bill (10% service charge); 4) asks about one bill or separate bills.</p>	<p>Bartender: How is everything, madam? Can I bring you anything else? Customer: No thank you. But, the bill, please. Bartender: Certainly. Just a moment. Your bill comes to RMB 220 yuan. Customer: Are you sure that's right? It shouldn't be 200 yuan. Bartender: I'm afraid there's a 10% tax and service charge. Customer: I see. Bartender: Would you like to have one bill or separate bills, sir? Customer: Separate bills, please.</p>

22	<p>Two customers have almost finished their drinks. The bartender is called to the table. She or he: 1) offers two ways to settle the bill; 2) responds to the customer's request for putting the charge to the room; 3) says the room number and asks the customer to sign the bill; 4) makes separate bills and leaves politely.</p>	<p>Bartender: Will that be cash or credit card? Customer: Can you put the charges to our rooms? Bartender: Certainly, madam. May I see your room key cards, please? Customer: Here you are. Bartender: Alright. That's Room 1102. Please sign the bills, madam? Customer: Okay. ... Here you are. Bartender: Thanks. I've put the bill to your rooms separately. Customer: Thank you. Bartender: Have a nice day!</p>
23	<p>The bartender is called to settle the bill. She or he: 1) offers to take more orders; 2) says the total charge; 3) asks about the type of the customer's credit card; 4) settles the bill with the credit card.</p>	<p>Bartender: Will there be anything else? Customer: No, thank you. Please bring the bill. Bartender: Just a moment, please. Here you are. That comes to 120 US dollars. Customer: I haven't got enough cash. Can I pay by credit card? Bartender: What card do you have? Customer: Visa. Do you accept it? Bartender: Yes. May I swipe your card now? Customer: Sure. Here you go. Bartender: Thank you. Would you please sign your name on the slip? ... Thank you. Here is the receipt. Have a nice day.</p>
24	<p>Two customers have almost finished their drinks at a pub. The bartender is called to settle the bill. She or he: 1) asks about one bill or separate bills; 2) says the total charge; 3) offers two ways to settle the account; 4) settles the bill with the credit card.</p>	<p>Customer: Excuse me. Could we have the bill please? Bartender: Certainly. Do you want to pay together or separately? Customer: Together please. How much is that? Bartender: Here you are. That's RMB 350 yuan, please. Cash or card? Customer: Here is my Master Card. Bartender: Thank you. Would you please sign your name on the slip? ... Thank you. Here is the receipt. Have a nice day.</p>

25	<p>The bartender is taking drink orders for the customer. He or she:</p> <p>1) greets the customer and takes the customer's order -- a gin and tonic; 2) asks what to go with the order; 3) gives four choices of the flavors of the crisps; 4) says the total charge of the orders.</p>	<p>Bartender: Welcome to Grand View Hotel. What can I get for you?</p> <p>Customer: I'd like a gin and tonic, please.</p> <p>Bartender: A gin and tonic, Would you like ice and lemon with it?</p> <p>Customer: Yes, please. A lump of ice. And a packet of crisps. What have you got?</p> <p>Bartender: Salted, onion, cheese and ham, BBQ, Mediterranean.</p> <p>Customer: Salted please.</p> <p>Bartender: So, it will be RMB 44.5 yuan altogether.</p>
26	<p>After a tiring day, a customer (Jackson) relaxes at the bar. The bartender comes to serve Jackson a cocktail. The bartender: 1) offers to help; 2) suggests an alcoholic drink (whiskey); 3) offers three choices of whiskey; 4) asks what the drink goes with; 5) leaves politely.</p>	<p>Customer: Bartender, could I have a drink?</p> <p>Bartender: Excuse me, sir. Yes, what can I get you?</p> <p>Customer: I'd like an alcoholic drink. What do you have?</p> <p>Bartender: How about our whisky?</p> <p>Customer: What kinds of whiskey do you have?</p> <p>Bartender: We have Irish whiskey, rye, Bourbon and so on.</p> <p>Customer: I'll have large Bourbon.</p> <p>Bartender: Straight up or on the rocks?</p> <p>Customer: Straight up, please. No ice or anything.</p> <p>Bartender: Certainly, sir.</p>
27	<p>The bartender comes to take a second order for the customer. The bartender: 1) offers to help; 2) agrees to serve the cocktail and suggests the customer having beer; 3) recommends a local brand beer; 4) gives four choices of the flavors of the crisps.</p>	<p>Bartender: Can I get you another drink?</p> <p>Customer: Yes, I'll have another whiskey sour.</p> <p>Bartender: Right away, sir. Would you like a beer, too?</p> <p>Customer: Any local brand?</p> <p>Bartender: Qingdao Beer is very good.</p> <p>Customer: And a packet of crisps. What have you got?</p> <p>Bartender: Salted, onion, cheese and ham, BBQ, Mediterranean.</p> <p>Customer: Salted please.</p>

28	The bartender comes to the customer to settle the bill. The bartender: 1) asks about the customer's comment on the drink; 2) shows pleasure after hearing the customer's good comment; 3) agrees to serve the cocktail and suggests the customer having beer; 4) recommends a local brand beer.	Bartender: How is everything, madam? Customer: Great. They are so nice. Bartender: I'm glad that you enjoyed. Bartender: Can I get you another drink? Customer: Yes, I'll have another whiskey sour. Bartender: Right away, sir. Would you like a beer, too? Customer: Any local brand? Bartender: Qingdao Beer is very good.
29	A customer is at the bar. The bartender is serving him or her. The bartender: 1) offers to help; 2) suggests the customer having white wine; 3) repeats the order and serves the wine; 4) serves two kinds of snack and a napkin.	Bartender: What may I offer you, ladies? Customer: I don't know what I want. Bartender: What about some white wine? Customer: Um.... A Sauvignon Blanc. Bartender: Certainly sir.... Here's your drink. That should help. Customer: That's what I needed. Do you have any snacks? Bartender: Certainly, here are some peanuts and some savory crackers, and a napkin.
30	The bartender is at the hotel bar serving Ms. Wendell, a repeat customer. The bartender: 1) greets the customer; 2) takes the drink order; 3) agrees to offer mixed drinks; 4) introduces margarita -- the house special of the bar.	Bartender: Good evening, Ms. Wendell. Great to see you again. Customer: Hi, Sean. Good to see you. Bartender: What can I get you? Customer: Do you have any mixed drinks available here? Bartender: We can make a number of mixed drinks at our bar. Customer: I heard that you are famous for your drinks. What are your specials? Bartender: Our house special is our Cuervo Gold margarita. Customer: I would love a margarita right now! That is what I am going to order.

五、四赛项通用题目

1. 词汇

题号	中文术语	英文术语
1	餐饮部	food and beverage department
2	前厅部	front office
3	房务部	housekeeping department

4	总经理	general manager
5	经理	manager
6	大堂副理	assistant manager
7	宴会经理	banquet manager
8	调酒员	bartender
9	前台接待员	receptionist
10	美容师	beautician
11	美容厅	beauty salon
12	行李领班	bell captain
13	行李员	bellman
14	话务员	operator
15	跑菜员	busboy
16	商务中心	business center
17	门童, 门卫	doorman
18	收银员	cashier
19	问讯台	information desk
20	前台/接待处	reception desk
21	礼宾(员)	concierge
22	厨师	cook
23	收银台	cashier's desk
24	水疗	spa treatment
25	美容中心	beauty center
26	购物中心	shopping center
27	工程维修部	maintenance department
28	消防人员	fire fighter
29	楼层, 楼面	floor
30	酒店服务员	hotel attendant
31	健身中心	fitness center
32	客服	guest service
33	游泳池	swimming pool
34	夜总会	night club
35	健身中心	health club
36	迎宾员/领位员	hostess
37	驻店医生	house doctor
38	洗衣部	laundry department
39	网球场	tennis court
40	公共区域	public area
41	康乐部	recreation department
42	修理工	repairman
43	预订员	reservationist
44	客房服务员	room attendant
45	安保部	security department
46	男(餐厅)服务员	waiter

47	女(餐厅)服务员	waitress
48	大厅	lobby
49	卫生间, 厕所	toilet/restroom
50	电梯	lift/elevator
51	中国银行	Bank of China
52	邮局	post office
53	超市	supermarket
54	购物中心	shopping center
55	西餐厅	Western restaurant
56	餐厅	restaurant
57	中餐厅	Chinese restaurant
58	酒吧	bar
59	咖啡厅	cafe/coffee shop
60	飞机场	airport
61	火车站	railway station
62	汽车站	bus station
63	地铁站	subway/metro station
64	公共汽车站	bus stop
65	出租车	taxi
66	停车场	parking lot/car park
67	楼梯	stairs
68	走廊	corridor
69	市中心	city center
70	机场接机服务	airport pick-up service
71	叫醒服务	wake-up call/morning call service
72	洗衣服务	laundry service
73	按摩	massage
74	电话服务	telephone service
75	酒店设施	hotel facility
76	信用卡	credit card
77	酒店服务	hotel service
78	护照	passport
79	签证	visa
80	房间钥匙	room key
81	因特网/网络服务	internet service
82	残疾人士	disabled guest
83	免费的	free of charge/for free
84	行政楼层	executive floor
85	传真机	fax machine
86	会议室/会议厅	conference room/hall
87	客人需求	guest's requirement
88	浴室, 卫生间	bathroom
89	淋浴	shower

90	绿色饭店	green hotel
91	区间车	shuttle bus
92	客房送餐服务	room service
93	保险箱	safety deposit box
94	小酒吧	mini-bar
95	逗留时间	length of stay
96	到店日期	arrival date
97	离店日期	departure date
98	特殊要求	special request
99	邮箱地址	email address
100	邮政编码	postcode/zip code
101	预订 (动词)	reserve/book
102	确认 (动词)	confirm
103	取消 (动词)	cancel
104	延长 (动词)	extend
105	道歉 (动词)	apologize
106	单人房间	single room
107	双人房间/大床房	double room
108	套房	suite
109	入住登记	registration /check-in
110	登记入住记录	registration record
111	双人双床 (标准) 房间	twin room
112	退房	check-out
113	确认号码	confirmation number
114	付款方式	method of payment
115	天气	weather
116	推荐	recommend
117	休息室	lounge
118	起居间/客厅	living room/sitting room
119	出差	on business
120	观光旅游	sightseeing
121	度假	on holiday/vacation
122	现金	cash
123	信用卡	credit card
124	个人支票	personal check
125	签单	sign the bill
126	换钱	exchange money
127	外币	foreign currency
128	行李	luggage / baggage
129	手提包	handbag
130	拉杆箱	suitcase
131	自助餐	buffet
132	名片	business card/name card

133	客人姓名	guest's name
134	押金	deposit
135	报架	newspaper holder
136	伞架	umbrella stand
137	行李车	luggage trolley
138	机场酒店	airport hotel
139	商务酒店	commercial hotel
140	经济型酒店	economy hotel
141	青年旅社	hostel
142	酒店	hotel
143	连锁酒店	hotel chain
144	汽车旅馆	motel
145	度假酒店	resort hotel
146	火灾(情)	fire
147	事故报告	accident report
148	警察局	police station
149	救护车	ambulance
150	诊所	clinic
151	医院	hospital
152	高血压	high blood pressure
153	健康问题	health problems
154	流感	flu
155	头痛	headache
156	紧急出口	emergency exit
157	心脏病	heart attack
158	投诉	complaint
159	检疫, 隔离	quarantine
160	接种疫苗	vaccination /vaccinate
161	新冠病毒	Novel Corona Virus (ConVid-19)
162	核酸检测	nucleic acid test
163	阳性	positive
164	阴性	negative
165	隔离酒店	quarantine hotel
166	机器人酒店	robot hotel
167	智能手机	smart mobile phone
168	接待业/款客业/酒店业	hospitality
169	疫苗	vaccine

2. 句子翻译

题号	题目	参考答案
1	您和您夫人在我们酒店预订了一间大床房。是这样的吗?	We reserved a room with one king-sized bed for you and your wife. Is that correct?

2	我们酒店本周在宴会厅举办意式食品节。有很多客人正在那里开心品尝。	We are having an Italian food festival this week in the banquet room. Many guests are really enjoying it.
3	书桌上有上网电缆。您还可以免费使用酒店无线网络服务。	There's an Internet cable line on the bureau desk. You can also use the in-house Wi-Fi service free of charge.
4	先生, 请您告诉我约翰逊先生姓名的首字母。恐怕有两个约翰逊家庭在我们酒店登记入住。	May I have Mr. Johnson's initials, please, sir? I'm afraid we have two Johnson families registered.
5	既然您是来出差, 我就向您直接推荐我们酒店的行政楼层客房。	Since you're traveling on business, I'd definitely recommend the executive level rooms.
6	您是通过我们的网页预订的, 我们没法帮您修改预订信息。	You've booked through our website and therefore we can't make any change to the booking.
7	请问您是要用现金还是挂房账支付网球场费用?	Would you like to pay for the tennis court in cash or charge it to your room?
8	我们的自助早餐在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.
9	先生, 我可以看一下您的护照或其他身份证明文件吗?	May I see your passport or other identification, sir?
10	请稍候片刻, 我立即帮您查一下细账。	Please wait a moment. I'll check the details of the bill for you at once.
11	夫人, 我能帮你忙吗? 你有几件行李?	May I help you, madam? How many pieces of luggage do you have?
12	先生, 早上好, 我叫布鲁斯, 我是行李员, 我带您去房间, 请随我来。我们去乘电梯。	Good morning, sir. My name is Bruce. I'm a bellman. I'll take you to your room. Please follow me. Let's take the lift.
13	您可以去逛一下南京路上的步行街, 然后去外滩看夜景。还可以随意品尝一下当地风味小吃。	You might try the Pedestrian Mall on Nanjing Road and then go to enjoy the night view at the Bund. You may taste some local snacks if you like.
14	在上班高峰期去机场需要一小时时间, 您必须在六点半之前从这里出发。您的叫醒服务安排在五点二十分。	It takes an hour to get to the airport during rush hour. You should leave here before 6:30 a.m. Your morning call is arranged at 5:20 a.m. tomorrow morning.
15	先生, 祝您晚上过得开心, 希望您在我们酒店住得愉快。	Have a pleasant evening, sir. I hope you will enjoy your stay in our hotel.
16	李先生, 欢迎入住我们酒店。您是第一次来北京吗? 我帮你拿行李, 好吗?	Welcome to our hotel, Mr. Lee. Is this your first visit to Beijing? May I help you with your luggage?
17	您可以在机场乘地铁, 从淮海站出站只要步行五分钟就到酒店。	You can take the subway at the airport, and we are just 5-minutes' walk from the Huaihai

		Stop.
18	商务中心在那边，请往前走，然后向右拐。您可以在那里订票。	The business center is over there. Please go ahead, then turn right. You may book tickets there.
19	早上好。ABC 酒店预订部。我是 Tony。有什么可以帮您的吗？	Good morning. ABC Hotel. Reservations. This is Tony speaking. How can I help you?
20	健身中心在五楼，住店客人不收费。去那里只要出示您的房卡就可以了。	The fitness center is on the fifth floor. It's free of charge for the hotel guests. You may show your room card to the clerk if you go there.
21	我们酒店坐落在广东大街上，这里既有古城风貌，又有现代文明。你在火车站乘地铁 2 号线，广东大街下车。	Our hotel is located on Guangdong Street, where the Old Town meets the modernity of the city. You can take the subway Line 2 at the railway station and get off at Guangdong Street.
22	非常抱歉，我们酒店已经客满，我为您推荐附近其他酒店好吗？	I'm terribly sorry, but our hotel is full. May I recommend another hotel nearby for you?
23	你能为我叫一辆出租车吗？我明天早上六点去国际机场。多谢。	Can you call a taxi for me? I'll go to the international airport at six tomorrow morning. Thank you so much.
24	请问你们的中餐厅在哪里？几点营业？	Excuse me, where is your Chinese restaurant? What time does it open?
25	是客服中心吗？我丈夫病了，你能帮我叫医生来我房间吗？我住 803 房间。	Is that the guest service center? My husband is ill. Can you send in a doctor to my room? My room number is 803.
26	让我们先给您的手臂止血，然后马上送您去医院。请不要担心。	Let's stop the bleeding on your arm, and send you to the hospital immediately. Please don't worry.
27	您能描述一下您的手提包吗？我们尽量帮您寻找。您是什么时候在什么地方最后一次见过它？	Can you describe your handbag? We'll try to look for it for you. When and where did you see it last time?
28	先生，请后退，救护车来了，医院离我们饭店不远。	Sir, please stand back. The ambulance is coming. The hospital is not far from our hotel.
29	我们还不知道事故起因。警察很快就会到达这里进行调查。	We don't know the cause of the accident; yet the police will be here soon to investigate.
30	如遇到火灾，请不要使用电梯。请尽快离开大楼。	Please don't take the lift in case of fire. Please leave the building quickly.