

第十五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	门禁系统	Access Control System
2	酸性清洗剂	acid-based cleaner
3	电源转换插座	adapter / adaptor
4	空调	air conditioning
5	警报按钮	alarm button
6	闹钟	alarm clock
7	服务设施/用品	amenity
8	烟灰	ash
9	烟缸, 烟灰盅	ash urn / ashtray
10	智能窗帘系统	automated curtain system
11	自动清扫机器人	automatic cleaning robot
12	自动窗帘	automatic curtains
13	儿童看护员	baby sitter
14	行李架	baggage / luggage rack
15	水（台）盆	basin
16	沐浴露	bath gel/lotion
17	地巾	bath mat
18	浴袍	bath robe
19	浴毯, 浴用垫脚巾	bath rug
20	香皂	bath soap
21	浴巾	bath towel
22	浴盆（缸）	bath tub
23	浴室	bathroom
24	浴室客用品	bathroom supply
25	沙滩浴巾	beach towel
26	床上布草	bed linen
27	铺床	bed making
28	褥子, 垫被	bed pad
29	床架	bed stock

30	床头灯	bedside lamp
31	床罩	bedspread
32	毛毯, 毯子	blanket
33	百叶窗	blind
34	女士衬衫	blouse
35	写字台	bureau desk
36	防盗自动警铃	burglar alarm
37	纽扣	button
38	地毯	carpet
39	警告	caution
40	天花(板)	ceiling
41	中央控制系统	central control system
42	频道	channel
43	走客房	check-out room
44	香烟	cigarette
45	烟蒂	cigarette bud/burn
46	化学清洁剂	cleaning chemicals
47	清洁抹布	cleaning cloth
48	壁橱	closet
49	云平台	cloud platform
50	外套, 上衣	coat
51	衣架	coat (clothes) hanger
52	咖啡机	coffee maker
53	不褪色的	color-fast
54	掉色的	color-run
55	梳子	comb
56	补偿, 赔偿	compensate
57	走廊	corridor
58	礼貌的	courteous
59	婴儿床	crib /baby bed /baby cot
60	窗帘	curtain
61	损坏, 损伤	damage
62	湿布	damp cloth
63	锁钮	deadbolt
64	清扫	deep /thorough cleaning
65	送衣	deliver laundry
66	预离房	departure room
67	存放, 押金	deposit
68	清洁剂	detergent
69	拨号音	dial tone
70	残障客人	disabled /handicapped guest

71	打扰	disturb
72	请勿打扰	DND=Do Not Disturb
73	门把菜单（牌）	door knob menu
74	门道，门廊	doorway
75	水滴	drip
76	干洗	dry cleaning
77	抹灰	dust
78	垃圾箱	dustbin/garbage bin
79	除尘器	duster
80	羽绒被单	duvet sheet
81	羽绒被	duvet/down quilt
82	电子钥匙	electronic key
83	电梯	elevator/lift
84	紧急联系方式	emergency contact
85	安全门	emergency exit (door)
86	设备	equipment
87	逃生图	evacuation plan
88	行政楼层	exec. (executive) floor
89	快洗服务	express laundry service
90	加床	extra bed
91	额外枕头/毯子	extra pillow/blanket
92	人脸识别	face recognition
93	面巾	face towel/cloth
94	面巾纸	facial tissue
95	褪色	fade
96	龙头	faucet/tap
97	羽绒枕头	feather pillow
98	火警，防火警报器	fire alarm
99	消防通道	fire exit
100	急救箱	first aid kit
101	平面图	floor plan
102	冲洗	flush
103	乳胶枕头	foam pillow
104	折叠	fold
105	冰箱	fridge
106	垃圾	garbage
107	抓杆	grab bar/rail
108	客人需求	guest needs
109	吹风机	hairdryer
110	扶手，手抓杆	hand rail
111	方（手）巾	hand towel

112	方便残障人士的/无障碍的	handicap friendly
113	高清液晶电视	HD LCD TV
114	床头板	headboard
115	客房服务	housekeeping
116	暖通空调	HVAC
117	冰桶	ice bucket
118	身份验证	identification verification
119	赔偿	indemnity
120	内线（房内）电话	in-house call
121	室内保险箱	in-room safe
122	熨衣板和熨斗	ironing board and iron
123	夹克衫	jacket
124	按摩浴缸	Jacuzzi
125	无钥匙进出	keyless entry and exit
126	台（油）灯	lamp
127	待洗衣服，洗衣房	laundry
128	洗衣袋	laundry bag
129	洗衣单	laundry form / list
130	洗衣服务	laundry service
131	灯泡	light bulb
132	布草	linen
133	本地（埠）电话	local call
134	锁	lock
135	失物招领处	Lost and Found
136	维修部	maintenance department
137	维修服务	maintenance service
138	整理房间	make up rooms
139	人造纤维	man-made fiber
140	床垫	mattress
141	褥子，垫被	mattress pad
142	床垫套	mattress protector
143	缝补	mend/sew
144	小冰箱/小酒吧	minibar
145	监控	monitor
146	用拖把拖，擦拭	mop
147	马克杯，口杯（带把柄的圆形）	mug
148	多媒体娱乐	multimedia entertainment
149	床头柜	nightstand
150	便条本	notepad
151	通告	notice

152	发生故障	OOO(Out of Order)
153	暂停服务	OOS (Out of Service)
154	个性化服务	personalized service
155	枕头	pillow
156	枕套	pillow case
157	枕巾	pillow cover /slip
158	枕芯	pillow shaker
159	插头	plug
160	电源板	power bar / strip
161	公共区域	public area (PA)
162	被子	quilt
163	被套	quilt cover
164	收音机闹钟	radio and alarm clock
165	刮须刀	razor
166	遥控器	remote control
167	折叠床	roll-away bed
168	门卡	room card
169	房间清洁	room cleaning
170	房间设备控制	room device control
171	客房送餐服务	room service
172	寄存保险箱	safe deposit box/locker
173	安全保障	safety assurance
174	当日洗衣服务	same day laundry service
175	服务指南	service guide
176	针线包	sewing kit
177	洗发液	shampoo
178	床单	sheet
179	擦鞋套	shoe shine mitten
180	擦鞋海绵	shoe shine sponge
181	擦鞋服务	shoeshine
182	短裤	shorts
183	淋浴	shower
184	浴帽	shower cap
185	浴帘	shower curtain
186	淋浴莲蓬头/花洒	shower head
187	指示牌	signage
188	面（台）盆	sink
189	台面	sink counter
190	拖鞋	slippers
191	智能空调	smart air conditioner
192	智能照明	smart lighting

193	智能门锁	smart lock
194	智能镜子	smart mirror
195	智能客房设备	smart room device
196	智能音箱	smart speaker
197	智能电视	smart TV
198	智能洗衣	smart washing
199	烟雾传感器	smoke sensor
200	肥皂	soap
201	皂碟	soap dish
202	插座	socket
203	沙发	sofa
204	污（换洗）布草	soiled linen
205	换洗衣物袋	soiled linen bag
206	文具	stationery
207	棉花棒（签）	swab
208	毛衣，羊毛衫	sweater
209	打扫	sweep
210	开关	switch
211	泡茶用具	tea maker
212	电话听筒	telephone receiver
213	行窃，偷窃的事例或行为	theft
214	瓷砖，地砖	tile
215	马桶，厕所，卫生间	toilet
216	马桶池	toilet bowl
217	卫生纸	toilet paper
218	筒纸	toilet roll
219	浴室用品	toiletries
220	洗漱用品更换	toiletries replacement
221	牙刷	toothbrush
222	牙膏	toothpaste
223	触摸屏	touchscreen panel
224	毛巾	towel
225	变压器	transformer
226	托盘	tray
227	熨裤机	trouser press
228	浴缸	tub
229	开夜床（做晚床）服务	turn down service
230	真空吸尘器	vacuum
231	吸尘器	vacuum cleaner
232	洗熨烫服务/泊车服务	valet service
233	贵重物品	valuables

234	(带镜子的) 梳妆台	vanity
235	视频会议	video conferencing
236	语音指令	voice command
237	电压, 伏特数	voltage
238	衣柜	wardrobe
239	轮椅	wheelchair
240	无线音响	wireless audio
241	无线上网	wireless internet access

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.
21	您可以使用智能控制面板或移动应用程序调节房内灯光、温度和窗帘。	You can adjust the lighting, temperature, and even the curtains in their rooms using the smart control panel or mobile app.
22	通过语音命令，您可以在无需物理接触任何按钮的情况下控制房间内的智能设备。	With voice commands, you can control their room's smart devices without needing to physically touch any buttons.
23	智能客房系统与各种设备（如灯光、空调和娱乐系统）集成，提供无缝的控制体验。	The smart room system integrates with various devices, such as lights, air conditioning, and entertainment systems, providing a seamless control experience.
24	我们为每个房间都配备了视频会议所需的设备，包括高清摄像头和麦克风。	We've provided the necessary equipment for video conferencing in each room, including an HD camera and microphone.
25	您可以在应用程序中申请加急服务。但请注意，加急服务可能会产生额外的费用。	You can request express service in the app. However, please note that express service may incur additional fees.

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	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.	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.

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 guest inquires about the functions of the hotel's smart room control system(智能客房控制系统). The front desk: 1)says that the system is advanced, comfortable and personalized; 2) says that the guests can control the room through the smart control panel in the room or via a mobile app; 3) introduces the smart curtain system; 4) mentions other functions: smart door locks, environmental monitoring, and alarm functions.</p>	<p>Guest: Hello, could you introduce the smart room control system facilities at your hotel? Front Desk: Certainly. Our hotel's smart room control system is very advanced, and brings you a more convenient, comfortable, and personalized stay. Guest: What specific functions does it have? Front Desk: Firstly, you can control lighting, air conditioning, curtains, and other devices through the smart control panel in the room or via a mobile app. Guest: Can the curtains also be controlled? Front Desk: Yes, our smart curtain system can be opened, closed, and adjusted via the control panel or app. Guest: That sounds very convenient. Are there any other functions? Front Desk: Of course, our smart room control system also includes smart door locks, environmental monitoring, and alarm functions.</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 CNY 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 CNY 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?</p> <p>Guest: I will have a friend coming from another city to visit me. Could you put an extra bed in my room?</p> <p>Attendant: Certainly, madam. But you need to call the Front Desk first.</p> <p>Guest: Is there an extra charge for the extra bed?</p> <p>Attendant: The surcharge is half the room rate.</p> <p>Guest: Thanks.</p> <p>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?</p> <p>Attendant: Yes, we have Wi-Fi in the room, but it costs extra.</p> <p>Guest: How much does it cost?</p> <p>Attendant: It's 5 dollars per hour. Is that Okay for you?</p> <p>Guest: Well ... Em... In which part of the hotel can I get free Wi-Fi?</p> <p>Attendant: You can only get free Wi-Fi in the lobby area.</p> <p>Guest: Then I'll take the in-room Wi-Fi. I can't live without it.</p> <p>Attendant: Okay, it will be charged to your room account. And, here is your pass word: Cjouan 552.</p> <p>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?</p> <p>Guest: Yes, please.</p> <p>Attendant: Good evening, madam. How may I help you?</p> <p>Guest: Is the hot tap water drinkable?</p> <p>Attendant: No, sir. Neither the cold tap water nor the hot tap water is drinkable.</p> <p>Guest: Where can I get hot drinkable water?</p> <p>Attendant: There is a kettle over there.</p> <p>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.</p> <p>Guest: No, not now, thank you.</p> <p>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.</p> <p>Guest: I see. What if there is any laundry damage? I wonder if your hotel has a policy on dealing with it.</p> <p>Attendant: In such a case, the hotel should certainly pay for it. The indemnity shall not exceed ten times the laundry.</p> <p>Guest: That sounds quite reasonable. I hope there's no damage at all.</p> <p>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?</p> <p>Guest: Hi. I've got a bunch of dirty clothes up here.</p> <p>Attendant: I'll take care of that right away, madam.</p> <p>Guest: When will you return my clothes?</p> <p>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.</p> <p>Guest: That's too bad. I need the clothes today. What's to be done?</p> <p>Attendant: Don't worry, sir. You can try our express laundry service.</p> <p>Guest: How long does it take?</p> <p>Attendant: Usually express laundry service can be finished within four hours.</p> <p>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 adaptors 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, CNY 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>
----	--	--

二、中餐宴会摆台

1. 词汇

题号	中文术语	英文术语
1	吃到饱	all-you-can-eat
2	杏仁	almond
3	人工智能服务员	AI-powered waitstaff
4	防滑托盘	anti-slip tray
5	杏子	apricot
6	芦笋	asparagus
7	增强现实 (AR) 用餐体验	augmented reality (AR) dining experience
8	自动烹饪设备	automated cooking equipment
9	牛油果	avocado
10	乳鹌鹑蛋	baby quail egg
11	背景音乐	background music
12	香蕉	banana
13	宴会	banquet
14	宴会部经理	banquet manager
15	宴会服务	banquet service
16	酒吧	bar
17	大麦	barley
18	豆	bean
19	豆芽	bean sprout
20	牛肉	beef
21	青椒, 灯笼椒	bell pepper
22	饮料	beverage
23	账单	bill

24	结算, 记账, 计费	billing
25	苦的	bitter
26	红茶	black tea
27	蓝莓	blueberry
28	煮	boil
29	煮蛋	boiled egg
30	祝胃口好	Bon appetite!
31	幼儿增高座位	booster seat
32	瓶装水	bottled water
33	炖, 闷	braise
34	早餐	breakfast
35	西兰花	broccoli
36	宣传册	brochure
37	自助餐	buffet
38	跑菜员	busboy
39	卷心菜	cabbage
40	茶罐	caddy
41	自助餐厅	cafeteria
42	取消	cancel
43	罐装的	canned
44	领班	captain
45	现金结账	cash settlement
46	腰果	cashew nut
47	花菜	cauliflower
48	芹菜	celery
49	吊灯	chandelier
50	更换	change
51	核对; 账单	check
52	总厨	chef
53	樱桃	cherry
54	鸡	chicken
55	瓷器柜	china cabinet
56	中餐厅	Chinese restaurant
57	筷子	chopsticks
58	筷子架	chopsticks rest /holder
59	清理	clear
60	衣帽间	cloakroom
61	咖啡杯	coffee cup
62	咖啡壶	coffee pot
63	冷菜	cold dish
64	调料	condiment
65	会议	conference
66	确认	confirm

67	米粥/粥	congee/porridge
68	(装在墙上的) 储物台	console table
69	非接触支付系统	contactless payment system
70	容器	container
71	合同	contract
72	厨师	cook
73	煮食	cooked food
74	抽油烟机	cooker hood
75	炒菜机器人	cooking robot
76	玉米	corn
77	成本控制	cost control
78	一道菜	course
79	蟹, 蟹肉	crab
80	红莓	cranberry
81	信用卡凭条	credit card slip
82	脆皮鸭	crispy duck
83	水晶虾仁	crystal shrimp
84	佳肴, 烹饪, 菜系	cuisine
85	杯子	cup
86	客户关系管理系统	customer relationship management (CRM) system
87	餐具(包括刀、叉、勺等用餐工具)	cutlery
88	砧板	cutting board
89	奶制品	dairy product
90	油炸	deep fry
91	甜品	dessert
92	难缠的客人	difficult customer
93	电子菜单板	digital menu board
94	餐椅	dining chairs
95	餐桌	dining table
96	餐具(包括盘子、碗等用餐器具)	dinnerware
97	餐碟	dish
98	碗盘架	dish rack
99	洗碗机	dishwasher
100	食品袋(供顾客打包使用)	doggie bag
101	门把菜牌(单)	doorknob menu
102	调料	dressing
103	干水果	dried fruit
104	饮料单	drinking list
105	鸭子	duck
106	茄子	eggplant
107	款待, 娱乐	entertainment
108	低脂的	fat-free

109	反馈	feedback
110	餐巾折花	folded napkin
111	食品卫生	food hygiene
112	冷冻库	freezer
113	冰箱	fridge
114	冷藏的, 速冻的	frozen
115	水果	fruit
116	果汁	fruit juice
117	水果盘	fruit plate
118	油煎, 油炸	fry
119	贵宾室, 多功能厅	function room
120	野味	game
121	大蒜	garlic
122	煤气炉	gas stove
123	生姜	ginger
124	水杯	glass
125	洗杯机	glass washer
126	玻璃器具	glassware
127	手套	gloves
128	鹅	goose
129	葡萄	grape
130	西柚	grapefruit
131	油污	grease
132	青椒	green pepper
133	绿茶	green tea
134	烧烤	grilled
135	团队客户	group client
136	主桌	head table
137	儿童高脚椅	highchair
138	主人, 主办方	host
139	酸辣汤	hot and sour soup
140	制冰机	ice machine
141	冰勺	ice scoop
142	冰茶	iced tea
143	厨房	kitchen
144	刀	knife
145	长柄勺	ladle
146	嫩羊肉	lamb
147	灯笼 (用于装饰)	lantern
148	羊腿	leg of lamb
149	柠檬	lemon
150	生菜	lettuce
151	清淡餐食	light meal

152	打火机	lighter
153	青柠	lime
154	垫盘（通常放在主菜盘下，用于高档宴会）	lining plate
155	含酒精的饮料	liquor
156	徽标	logo
157	酒廊吧	lounge bar
158	低脂肪	low fat
159	午餐	lunch
160	荔枝	lychee
161	芒果	mango
162	肉类	meat
163	菜单	menu
164	菜单卡	menu card
165	切碎机，绞肉机	mincer
166	错误	mistake
167	手机支付	mobile payment
168	手机钱包	mobile wallet
169	马克杯，口杯	mug
170	蘑菇	mushroom
171	餐巾	napkin
172	无烟区	non-smoking area
173	禁烟桌	non-smoking table
174	面条	noodle
175	禁烟指示牌	no-smoking sign
176	果仁	nut
177	油腻的	oily
178	免费的	on the house
179	洋葱	onion
180	在线预订系统	online reservation system
181	橙	orange
182	橙汁	orange juice
183	下单，点单	order
184	不当季，下市	out of season
185	平底锅	pan
186	纸巾	paper towel
187	桃子	peach
188	旺季	peak /busy season
189	花生	peanut
190	花生碟	peanuts bowl
191	辣椒	pepper
192	个人卫生	personal hygiene
193	个性化推荐	personalized recommendations

194	便当	picnic lunch
195	鸽子	pigeon
196	菠萝	pineapple
197	开心果	pistachio nut
198	盘, 碟	plate
199	拼盘	platters
200	爆米花	popcorn
201	猪肉	pork
202	土豆	potato
203	薯片	potato chip
204	家禽	poultry
205	斟酒	pour wine
206	对虾	prawn
207	南瓜	pumpkin
208	鹌鹑	quail
209	排队 (叫号) 管理系统	queue management system
210	读卡器	reader
211	红葡萄酒	red wine
212	预订	reservation
213	无线射频识别系统	RFID tagging system
214	大米	rice
215	饭碗	rice bowl
216	电饭煲	rice cooker
217	烤	roasted
218	客房送餐服务	room service
219	盐	salt
220	咸	salty
221	小碟子	saucer
222	海鲜	seafood
223	味碟 (用于盛放调味品)	seasoning plate
224	座位	seat
225	自助区	self-service area
226	自助服务终端	self-service kiosk
227	自助服务点单台	self-service ordering kiosk
228	服务员	server
229	招牌菜	signature dish
230	签单	sign the bill
231	银质餐具 (泛指餐具)	silverware
232	智能取餐处	smart dispenser
233	智能食品柜	smart food locker
234	智能库存管理	smart inventory management
235	智能厨房	smart kitchen
236	智能餐具	smart tableware

237	软饮料	soft drink
238	汤	soup
239	汤碗	soup bowl
240	汤匙、汤勺（包括瓷制小汤勺和金属制长柄汤勺）	soup spoon
241	酸	sour
242	酱油	soy sauce
243	意大利通心面	spaghetti
244	锅铲	spatula
245	特色菜	specials
246	调味架	spice rack
247	辣	spicy
248	麻辣	spicy and hot
249	清蒸的	steamed
250	蒸笼	steamer
251	高脚杯	stemware
252	草莓	strawberry
253	食糖	sugar
254	晚餐	supper
255	甜	sweet
256	桌布	tablecloth / table linen
257	平板菜单	tablet menu
258	桌面自助服务设备	tabletop self-service device
259	茶壶	tea pot
260	茶具	tea set
261	茶匙	tea spoon
262	茶盘	tea tray
263	小费	tip
264	外卖，外带食品	to go
265	番茄	tomato
266	牙签	toothpick
267	牙签盅	toothpick holder
268	手推餐车	trolley
269	餐具	utensil
270	花瓶	vase
271	蔬菜	vegetable
272	素食自助餐	vegetarian buffet
273	醋	vinegar
274	虚拟排队系统	virtual waitlist
275	餐厅男服务员	waiter
276	等候单	waiting list
277	餐厅女服务员	waitress
278	抽屉式蒸箱柜（用于保温食物）	warmer drawer

279	白葡萄酒	white wine
280	酒水单	wine list
281	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?
21	欢迎光临我们的智能餐厅！请按照屏幕上的指引享受无缝的用餐体验。	Welcome to our smart restaurant! Please follow the guides on the screen for a seamless dining experience.
22	您可以使用我们的平板菜单浏览并点餐。只需点击您喜欢的菜品，然后进行结账即可。	You can use our tablet menu to browse and order your meals. Just tap on the items you like and proceed to checkout.
23	我们的 AI 系统推荐今天的招牌菜，您想尝一尝吗？	Our AI system recommends the chef's special for today. Would you like to give it a try?
24	您可以使用我们的非接触式支付系统支付。只需将卡片或手机钱包靠近读卡器即可。	You can pay using our contactless payment system. Just hover your card or mobile wallet over the reader.
25	您的餐点准备好了！请到您的桌号对应的智能取餐器处取餐。	Your order is ready! Please collect it from the smart dispenser at your table number.
26	如果您需要额外的调料或餐具，只需按下桌上的按钮告知我们的智能助手。	If you need any extra condiments or utensils, just let our smart assistant know by pressing the button on your table.
27	您的用餐体验如何？我们的智能系统非常期待听到您的反馈。	How was your dining experience? Our smart system would love to hear your feedback.
28	感谢您光临我们的智能餐厅！希望不久后能再次见到您。	Thank you for dining with us! We hope to see you again soon at our smart restaurant.

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 “jiǎ 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 CNY 473 yuan); 2) explains the dish items on the bill (with a total of CNY 340 yuan); 3) explains the drink items on the bill (with a total of CNY 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 CNY 340 yuan. Customer: Right. How about drinks? Server: Yes. The second item is for the drinks. A total of CNY 90 yuan. Customer: So that makes only a total of CNY 430 yuan. Server: Yes, sir. You're right. But there is a 10% service charge. So the total comes to CNY 473 yuan. Customer: Oh, I see. Thank you.</p>

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

20	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>Manager: Good evening, sir. My name is Mary White. I'm the manager. What's the problem?</p> <p>Customer: The problem is that your waiter has spilled soup all over me! Look at my new suit. It is covered in cheese sauce.</p> <p>Manager: Please accept my apologies.</p> <p>Customer: But what about my suit?</p> <p>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.</p> <p>Customer: All right then. I will have a large cappuccino, with chocolate on top and biscuits.</p>
21	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>Server: Are you ready to order now, sir?</p> <p>Customer: Well, not yet. I know little about Chinese food. Can you recommend something to me? I'd like to have some light dishes.</p> <p>Server: Certainly, sir. You can try Cantonese dishes. Today's specialty is the steamed mandarin fish.</p> <p>Customer: OK. I'll take it. Well, do you have some soup?</p> <p>Server: Yes, we have. The tomato soup is really very tasty.</p> <p>Customer: Fine.</p> <p>Server: So you have ordered a steamed mandarin fish and a tomato soup.</p>
22	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>Server: Are you ready to order now, sir?</p> <p>Customer: Well, not yet. Can you recommend something to me?</p> <p>Server: Certainly, sir. You can try our Chinese breakfast.</p> <p>Customer: OK. I'll take it. What does it include?</p> <p>Server: It has congee, steamed meat bun, deep-fried dough stick, and pickled vegetables.</p> <p>Customer: Fine.</p> <p>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>
24	<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?</p> <p>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.</p> <p>Customer: How about Sichuan food?</p> <p>Server: Most Sichuan dishes are spicy and hot. And they taste differently.</p> <p>Customer: Oh, really, I like hot food. So what's your recommendation for me?</p> <p>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?</p> <p>Customer: What kind of cuisine do you have in your dining room?</p> <p>Server: We have Guangdong food, Sichuan food and Zhejiang food. Which one do you like best?</p> <p>Customer: I think I'd like to have Guangdong food.</p> <p>Server: Good. How about sautéed prawn, sautéed lobster, meat slices with mushroom?</p> <p>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?</p> <p>Customer: Yes, I don't know what soup you have.</p> <p>Server: We have sliced chicken soup, sour and spicy soup, dried mushroom clear soup and so on.</p> <p>Customer: Good. I prefer dried mushroom clear soup.</p> <p>Server: Certainly, madam.</p> <p>Customer: I'm used to having soup first.</p> <p>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>
31	<p>A customer asks the waiter to help with the tablet menu since he or she is not quite sure how to use it. The waiter: 1) shows how to use smart tablet menu by browsing through the dishes swiping left and right, and tapping on the item to add it to the order; 2) explains the "Recommend" button and its function of suggesting popular dishes for the guest based on their likes; 3) suggests some side dishes to the order.</p>	<p>Customer: Excuse me, could you help me with the tablet menu? I'm not quite sure how to use it. Waiter: Certainly! This is our smart tablet menu. You can browse through the dishes by swiping left and right. Just tap on something you like to add it to your order. Customer: Oh, I see. What's this button for? Waiter: That's the "Recommend" button. Our smart system will suggest some popular dishes for you based on your preferences. Customer: That sounds great! I'll try that. Hmm, the system recommends the Kung Pao Chicken. I think I'll have that. Waiter: Excellent choice! The Kung Pao Chicken is one of our signature dishes. Would you like to add any side dishes or drinks to your order? Customer: Yes, I'll have a glass of green tea and a side of steamed rice, please.</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	吃到饱	all-you-can-eat
3	人工智能服务员	AI-powered waitstaff
4	美式早餐	American breakfast
5	开胃酒，餐前酒	aperitif
6	开胃菜/头盘	appetizer /starter
7	开胃品叉	appetizer fork
8	开胃品刀	appetizer knife
9	苹果沙司	apple sauce
10	增强现实（AR）用餐体验	augmented reality (AR) dining experience
11	自动烹饪设备	automated cooking equipment
12	培根，熏肉	bacon
13	烘焙	bake
14	烘烤食品	baked food
15	酒吧	bar
16	野外烧烤	barbecue
17	牛肉	beef
18	牛嫩腰肉	beef tenderloin
19	啤酒杯	beer mug
20	自动饮料机	beverage dispenser
21	饮料	beverage
22	苦的	bitter
23	煮	boil
24	瓶启子/开瓶器	bottle opener
25	白兰地酒杯	brandy snifter
26	面包黄油盘	bread and butter plate
27	面包屑	bread crumb
28	面包碟	bread plate
29	小圆面包	bread roll
30	加热面包篮	bread warmer
31	肉汤	broth
32	自助餐	buffet
33	自助晚餐	buffet dinner
34	黄油	butter

35	牛油碟	butter dish
36	黄油刀	butter knife
37	自助餐厅	cafeteria
38	糖饼夹子/蛋糕夹	cake tongs
39	烛台	candle holder
40	卡布奇诺热奶咖啡	cappuccino
41	餐桌装饰物	centerpiece
42	麦片粥	cereal
43	账单	check
44	干杯	cheers
45	奶酪	cheese
46	乳酪汉堡	cheeseburger
47	芝士蛋糕	cheesecake
48	主厨	chef
49	清汤	clear soup
50	杯垫	coaster
51	鸡尾酒	cocktail
52	鸡尾酒杯	cocktail glass
53	咖啡杯	coffee cup
54	咖啡壶	coffee pot
55	咖啡厅	coffee shop
56	咖啡勺（有时与茶匙共用）	coffee spoon
57	冷菜	cold dish
58	调味品	condiment
59	欧（陆）式早餐	Continental breakfast
60	甜饼	cookie
61	开瓶费	corkage fee
62	一道菜	course
63	奶油	cream
64	牛角面包，新月形面包	croissant
65	调味瓶	cruet
66	客户关系管理系统	customer relationship management (CRM) system
67	餐具（包括刀、叉、勺等用餐工具）	cutlery
68	醒酒器	decanter
69	餐后甜点	dessert
70	甜品叉	dessert fork
71	甜点菜单	dessert menu
72	甜品勺	dessert spoon
73	餐后酒	digestif
74	电子菜单板	digital menu board

75	就餐区	dining area
76	主餐叉（或称为餐叉）	dinner fork
77	主餐刀（或称为餐刀）	dinner knife
78	餐盘	dinner plate
79	餐具（包括盘子、碗等用餐器具）	dinnerware
80	生(桶装)啤酒	draught beer
81	主菜，主菜前的小菜	entrée
82	主餐盘	entrée plate
83	意式浓咖啡	espresso
84	鱼叉	fish fork
85	鱼叉和鱼刀	fish fork and knife
86	浅平西餐具	flatware
87	餐巾盘花	folded napkin
88	炸薯条	French fries
89	炸	fried
90	英式（全套）早餐	full breakfast
91	装饰	garnish
92	玻璃器皿	glassware
93	（泛指）酒杯、高脚杯	goblet
94	小费（与 tip 同义）	gratuity
95	铁扒烤	grill
96	火腿	ham
97	开胃小菜，佐酒小点心	hors d'oeuvre
98	主人	host
99	冰淇淋勺	ice-cream spoon
100	食材	ingredient
101	果酱	jam
102	果冻	jelly
103	番茄酱	ketchup
104	厨房	kitchen
105	拿铁咖啡	latte
106	餐后甜酒，利口酒	liqueur
107	含酒精的饮料	liquor
108	淡啤酒，低度啤酒	lite beer
109	徽标	logo
110	酒廊吧	lounge bar
111	低脂肪	low fat
112	荔枝	lychee
113	主菜	main course
114	餐厅领班，餐厅侍者总管	Maitre d' (Maitre d'hotel)
115	大份量	man size

116	芒果	mango
117	橘子酱	marmalade
118	马丁尼酒	martini
119	肉类	meat
120	五分熟的	medium
121	三分熟	medium rare
122	菜单	menu
123	菜单卡	menu card
124	梅洛红葡萄酒	Merlot
125	牛奶壶（缸）	milk jug
126	切碎机，绞肉机	mincer
127	矿泉水	mineral water
128	小冰箱（酒吧）服务员	mini bar attendant
129	混合饮料	mixed drink
130	调酒饮料	mixer
131	手机支付	mobile payment
132	无酒精鸡尾酒	mocktail
133	多功能料理机	multi-function blender
134	芥末酱	mustard
135	餐巾	napkin
136	餐巾纸	napkin paper
137	无酒精的	non-alcoholic
138	摊鸡蛋	omelet
139	免费的	on the house
140	在线预订系统	online reservation system
141	明火	open flame
142	东方的	oriental
143	烤箱	oven
144	双面煎鸡蛋	over easy
145	用餐速度	pace
146	薄饼	pancake
147	意大利面食（总称），意式通心粉	pasta
148	旺季	peak /busy season
149	胡椒小手磨	pepper mill
150	胡椒瓶	pepper shaker
151	个性化推荐	personalized recommendation
152	腌	pickle
153	水壶	pitcher
154	灼（与 boiled 相似，但通常用于更温和的烹饪方式）	poach
155	钵酒杯	port glass

156	家禽	poultry
157	斟酒	pour wine
158	布丁	pudding
159	南瓜	pumpkin
160	采购	purchase
161	野兔	rabbit
162	萝卜	radish
163	葡萄干	raisin
164	一分熟，嫩的	rare
165	饺子	ravioli
166	生食	raw food
167	原料	raw produce
168	食谱，配方，菜谱	recipe
169	红色肉类	red meat
170	红葡萄酒	red wine
171	红酒杯（通常用于红葡萄酒）	red wine glass
172	补给（如加水、加酒等）	refill
173	二次点单	re-order
174	回头客	repeat customer
175	预订	reservation
176	保留席	reserved table
177	卫生间，盥洗室，洗手间	restroom
178	无线射频识别系统	RFID tagging system
179	雷司令白葡萄酒	Riesling
180	烤鸭	roast duck
181	烤	roasted
182	朗姆酒	rum
183	安全鞋	safety shoe
184	色拉，凉拌生菜	salad
185	沙拉钵/沙拉碗	salad bowl
186	色拉味调料	salad dressing
187	沙拉叉	salad fork
188	沙拉刀	salad knife
189	大马哈鱼，鲑鱼	salmon
190	盐	salt
191	椒盐瓶	salt and pepper shaker
192	盐瓶	salt mill
193	盐瓶	salt shaker
194	咸	salty
195	卫生	sanitation
196	满意，满足	satisfaction

197	沙司瓶	sauce bottle
198	杯托（通常用于放置茶杯、咖啡杯等）	saucer
199	香肠	sausage
200	嫩煎（或炒）	sauté
201	长相思白葡萄酒	Sauvignon Blanc
202	炒鸡蛋	scrambled egg
203	自助区	self-service area
204	自助服务终端	self-service kiosk
205	服务生	server
206	口布	service cloth
207	餐碟	service plate
208	公用勺	serving spoon
209	摆台，铺台	set the table
210	贝类	shellfish
211	雪莉酒	sherry
212	副菜，衬菜	side dish
213	落台，备餐台	side station
214	银器（通常指餐具中的金属部分，如刀、叉、勺等）	silverware
215	智能库存管理	smart inventory management
216	智能厨房	smart kitchen
217	智能烤箱	smart oven
218	智能餐具	smart tableware
219	熏	smoked
220	吸烟区	smoking section
221	点心	snack
222	软心煮蛋	soft-boiled egg
223	汤	soup
224	汤勺	soup spoon
225	酸	sour
226	意大利细面条	spaghetti
227	香槟酒杯	sparkling wine glass/champagne flute
228	特色菜	specials
229	辛辣的	spicy
230	菠菜	spinach
231	拆单	split up the bill
232	变质食物	spoiled food
233	现榨果汁	squeezed juice
234	不新鲜的	stale
235	标准食谱表	standard recipe

236	牛排	steak
237	肉排叉	steak fork
238	肉排刀	steak knife
239	蒸	steam
240	管事, 管理员, 服务员, 餐饮主管	steward
241	烩	stew
242	煸炒	stir-fry
243	草莓	strawberry
244	糖缸	sugar bowl
245	单面煎的(鸡蛋)	sunny-side up
246	供应商	supplier
247	甜	sweet
248	台布	table cloth
249	套餐	table d'hôte
250	餐叉	table fork
251	餐刀	table knife
252	桌裙	table skirt
253	大汤勺	table spoon
254	餐具	tableware
255	自来水	tap water
256	T 骨牛排	T-bone steak
257	茶歇	tea break
258	茶匙(也常用于喝茶)	tea spoon
259	嫩腰肉	tenderloin
260	座台餐牌, 立卡	tent card
261	主题餐厅	themed restaurant
262	小费	tip
263	吐司面包	toast
264	黄油吐司	toast with butter
265	代币, 代价品	token
266	番茄	tomato
267	番茄汁	tomato juice
268	牙签	toothpick
269	牙签盅	toothpick holder
270	托盘	tray
271	换酒矮杯(平底无脚酒杯)	tumbler
272	火鸡	turkey
273	器皿	utensil
274	小牛肉	veal
275	蔬菜	vegetable
276	素菜	vegetable dish

277	素食者	vegetarian
278	素食自助餐	vegetarian buffet
279	虚拟排队系统	virtual waitlist
280	服务员	waiter/waitress
281	仓库	warehouse
282	水高脚杯（或称为水杯）	water goblet
283	水壶	water pitcher
284	西瓜	watermelon
285	婚宴	wedding banquet
286	全熟	well done
287	生奶油	whipped cream
288	白色肉类	white (light) meat
289	白酒杯（通常用于白葡萄酒）	white wine glass
290	野鸭	wild duck
291	酒水单	wine list
292	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林蛋糕，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 CNY 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.
21	晚上好。我想在你们这家高档西餐厅预订今晚的座位。	Good evening. I'd like to make a reservation for tonight at your smart western restaurant.
22	抵达后，您可以使用我们的自助值机终端或扫描您的预订确认上的二维码，自动入座。	Upon arrival, you can use our self-check-in kiosk or scan the QR code on your reservation confirmation to be seated automatically.
23	支付也是无缝的。您可以将付款方式添加到平板电脑中，并在您准备好时结算账单。	Payment is also seamless. You can add your payment method to the tablet and settle the bill whenever you're ready.
24	我们的系统会自动应用您有资格享受的任何折扣或促销活动。	Our system will automatically apply any discounts or promotions that you're eligible for.
25	我们的餐厅配备了人工智能订购系统。	Our restaurant is equipped with AI-powered ordering systems.
26	入座后，您将收到一个平板电脑，可以浏览我们的菜单，进行选择，甚至可以根据自己的喜好定制菜肴。	Once you're seated, you'll receive a tablet that allows you to browse our menu, make selections, and even customize your dishes to

		your liking.
--	--	--------------

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 server: 1) asks the customer to order the wine; 2) suggests Cabernet Sauvignon to go with the main course; 3) asks if the customer 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?</p> <p>Customer: I have no idea. What do you suggest?</p> <p>Server: The Cabernet Sauvignon would go better with the sauce that comes with the lamb.</p> <p>Customer: Great! We will go with that one, then.</p> <p>Server: May I serve it to you now?</p> <p>Customer: Yes, please.</p> <p>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.</p> <p>Customer: I'll have this with my salad.</p> <p>Server: Let me open it for you (Opens the bottle using a wine key). Here is the cork. Please have a look at it.</p> <p>Customer: Go ahead, please.</p> <p>Server: I'll fill your glass with it. Please have a taste of it now.</p> <p>Customer: It tastes very good.</p> <p>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.</p> <p>Customer: Great! We will go with that one, then.</p> <p>Server: Certainly. Here is the Chateau Montfort 1999.</p> <p>Customer: Ah, a good vintage.</p> <p>Server: Let me open it for you. Here is the cork. Please have a look at it.</p> <p>Customer: Go ahead, please.</p> <p>Server: I'll fill your glass with it. Please have a taste of it now.</p> <p>Customer: It tastes very good.</p> <p>Server: I'm glad to hear that.</p>

13	<p>The customer has finished his or her dinner and is settling the bill.</p> <p>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?</p> <p>Server: Certainly, sir. Just a minute, please. Here is your bill, sir. The total figure is CNY 473 yuan.</p> <p>Customer: Oh, I see. Could you give me any discount?</p> <p>Server: I'm afraid we can't.</p> <p>Customer: Can I pay by credit card? What credit card do you accept?</p> <p>Server: Certainly, sir. American Express, Visa and Master card.</p> <p>Customer: Here you are, my Master Card.</p> <p>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.</p> <p>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?</p> <p>Server: Certainly, sir. Just a minute, please. Here is your bill, sir. The total is CNY 473 yuan.</p> <p>Customer: Oh, I see. Could you give me any discount?</p> <p>Server: I'm afraid we can't.</p> <p>Customer: Can I pay by credit card?</p> <p>Server: Certainly, sir. Since you're staying in our hotel, you can also sign your bill.</p> <p>Customer: Good idea. I'll do that then.</p> <p>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 CNY 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.</p> <p>Server: The bill comes to CNY 200 yuan.</p> <p>Customer: What is this CNY 50 yuan for?</p> <p>Server: Let me see, sir. I think you ordered a glass of tea, CNY 50 yuan.</p> <p>Customer: Isn't it free?</p> <p>Server: I'm afraid it isn't, sir. You see, here the sign says "Teas not included".</p> <p>Customer: Alright. I see. Here is the money.</p> <p>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:</p> <p>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?</p> <p>Customer: The problem is that your waiter has spilled sauce all over me! Look at my new suit. It is covered in cheese sauce.</p> <p>Manager: Please accept my apologies.</p> <p>Customer: But what about my suit?</p> <p>Manager: We will pay for it to be cleaned now. Could we offer you a coffee while you wait? It's on the house.</p> <p>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:</p> <p>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?</p> <p>Customer: Well, not yet. Can you recommend something to me?</p> <p>Server: Certainly, sir. You can try our American breakfast.</p> <p>Customer: OK. I'll take it. What does it include?</p> <p>Server: Sausage with eggs, over easy; bread with butter; coffee or tea.</p> <p>Customer: Fine.</p> <p>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:</p> <p>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?</p> <p>Customer: Yes, come in please.</p> <p>Server: Thank you, Mr. White. I've brought you the breakfast you ordered. Where shall I put it?</p> <p>Customer: Oh yes, thank you. Could you put them on the table over there, please?</p> <p>Server: Shall I pour a coffee straight away, sir?</p> <p>Customer: Yes, please.</p> <p>Server: Could you please sign your name on the bill here, Mr. White?</p> <p>Customer: OK.</p> <p>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.</p> <p>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?</p> <p>Customer: Fried, I think. What do you have to go with the eggs?</p> <p>Server: We have bacon, ham or sausage, madam.</p> <p>Customer: Sausage, please. What bread can I order?</p> <p>Server: Would you like a croissant or toasted bread? With jam or butter?</p> <p>Customer: No, I think the toasted bread, with jam.</p> <p>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.</p> <p>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?</p> <p>Customer: A vegetable salad.</p> <p>Server: So you'd prefer orange juice, coffee, a cheese omelet, some yoghurt, a croissant and a vegetable salad. Am I correct?</p> <p>Customer: Exactly.</p> <p>Server: May I have your name and room number, sir?</p> <p>Customer: Mr. Smith in Room 218.</p> <p>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?</p> <p>Customer: I would like to get a double cheeseburger.</p> <p>Server: A double cheeseburger. Can I get you anything to drink?</p> <p>Customer: Sure, how about a medium Pepsi?</p> <p>Server: Your total is \$5.48.</p> <p>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!</p> <p>Customer: Thanks so much. Miss, I believe I ordered my eggs scrambled, and these are fried.</p> <p>Server: Sorry, your friend over there ordered fried eggs, and I gave you his by mistake.</p> <p>Customer: Oh yeah. Here, I will just trade with him.</p> <p>Server: Here are your pancakes, sir.</p> <p>Customer: But I ordered waffles!</p> <p>Server: I am so sorry!</p> <p>Customer: That's OK. I will eat my eggs and bacon, and you can take my pancakes back.</p> <p>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?</p> <p>Customer: Yes, we really enjoyed it.</p> <p>Server: Are you interested in some dessert?</p> <p>Customer: Yes, that sounds great.</p> <p>Server: We have chocolate mousse cake, and a spicy rum apple crisp for our specials.</p> <p>Customer: The apple crisp sounds great.</p> <p>Server: Would you like coffee or tea with your dessert?</p> <p>Customer: Let's have coffee, please.</p> <p>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?</p> <p>Customer: I think that we have a pretty good idea of what we would like to order.</p> <p>Server: Let me tell you about the specials of the day, which are chicken in a wine sauce with capers, and grilled garlic shrimp.</p> <p>Customer: I am a vegetarian. Do you have any vegetarian selections?</p> <p>Server: You could choose the roasted vegetable and garlic pizza or the goat cheese and candied walnut salad.</p> <p>Customer: I think that we will split the roasted vegetable and garlic pizza.</p> <p>Server: That is a good selection, and I can bring your salads now.</p>

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

28	<p>The server is taking a customer's order for a main course. The server: 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: 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>

31	<p>A customer wishes to book a table at the smart western restaurant.</p> <p>The receptionist: 1) greets the customer and asks for the time; 2) asks for seat preferences (window seats, private rooms, and regular tables); 3) repeats the booking details: a window seat, 7:30 PM; 4) tells the customer to get seated automatically by using the self-check-in kiosk or scanning the QR code on the reservation confirmation.</p>	<p>Customer: Good evening. I'd like to make a reservation for tonight at your smart western restaurant.</p> <p>Receptionist: Good evening! We'd be happy to have you. What time would you like to book for?</p> <p>Customer: I'd like to book a table for two at 7:30 PM.</p> <p>Receptionist: Perfect. And do you have any preferences for seating? We have window seats, private rooms, and regular tables.</p> <p>Customer: A window seat would be nice, please.</p> <p>Receptionist: Excellent choice. Your reservation is confirmed for a window seat at 7:30 PM.</p>
----	--	--

四、鸡尾酒调制

1. 词汇

题号	中文术语	英文术语
1	酒度数	ABV (alcoholic by volume)
2	酸度	acidity
3	陈年	ageing
4	人工智能配方推荐	AI-powered recipe recommendation
5	酒精饮料	alcohol
6	麦芽酒	ale
7	餐前酒	aperitif
8	芳香	aroma
9	自动调制系统	automated mixing system
10	吧台	bar counter
11	酒吧用小刀	bar knife
12	酒吧（用长柄）匙	bar spoon
13	酒吧揩布	bar towel
14	调酒师，酒保，酒吧服务员	bartender
15	啤酒	beer
16	定制鸡尾酒	bespoke cocktail
17	酒吧巾	beverage napkin
18	苦味酒	bitter
19	清咖啡	black coffee
20	搅和	blend
21	搅和的	blended
22	果汁（搅拌）机	blender

23	血玛丽	Bloody Mary
24	酒体	body
25	开瓶器	bottle opener
26	酒香	bouquet
27	波旁威士忌酒	bourbon
28	白兰地	brandy
29	白兰地酒杯	brandy snifter
30	醒酒	breathe
31	气泡	bubble
32	兑和的	built
33	黄油	butter
34	论杯（瓶）卖	by the glass (bottle)
35	赤霞珠	Cabernet Sauvignon
36	茶叶罐，小盒子	caddy
37	二氧化碳	carbon dioxide
38	碳化的，含二氧化碳的	carbonated
39	地窖	cellar
40	香槟	champagne
41	香槟鸡尾酒	champagne cocktail
42	香槟酒杯	champagne flute
43	霞多丽白葡萄酒	Chardonnay
44	干杯	cheers
45	樱桃	cherry
46	冰镇的	chilled
47	苹果酒	cider
48	打火机	cigarette lighter
49	杯垫，小托盘	coaster
50	鸡尾酒	cocktail
51	鸡尾酒定制服务	cocktail customization
52	鸡尾酒杯	cocktail glass
53	鸡尾酒调酒器	cocktail shaker
54	干邑白兰地酒	cognac
55	软木塞	cork
56	酒钻，软木起子	corkscrew
57	湿布	damp cloth
58	醒酒器	decanter
59	电子分酒器	digital dispenser
60	蒸馏酒	distilled wine
61	桶装啤酒	draught beer
62	饮料点单	drink order
63	打折饮品	drink special

64	醉酒的人	drunk
65	干型的，不甜的	dry
66	干布	dry cloth
67	发酵	fermentation
68	过滤	filter
69	回味	finish
70	风味	flavor
71	漂浮	float
72	花香	floral flavor
73	箔纸	foil
74	酒体丰满的	full bodied
75	装饰	garnish
76	金酒，杜松子酒，琴酒	gin
77	姜汁无酒精饮料（美味汽水）	ginger ale
78	特级葡萄酒	Grand Cru
79	葡萄	grape
80	西柚	grapefruit
81	青椒	green pepper
82	酒水打折时段（下午四五点钟）	happy hour(s)
83	硬饮（指除啤酒、葡萄酒以外的高酒精度饮料）	hard drink
84	蜂蜜	honey
85	冰桶	ice bucket
86	碎冰机	ice crusher
87	冰块	ice cube
88	冰铲	ice scoop
89	冰钳	ice tongs
90	冰葡萄酒	ice wine
91	原料转盘	ingredient carousel
92	智能温控系统	intelligent temperature control
93	交互式鸡尾酒菜单	interactive cocktail menu
94	喝醉	intoxication
95	爱尔兰威士忌酒	Irish Whiskey
96	小量杯	jigger
97	酒标	label
98	贮藏啤酒	lager
99	分层	layer
100	晚装瓶波特酒	LBV port
101	挂杯	leg
102	柠檬榨汁器	lemon squeezer
103	柠檬汽水	lemonade

104	酸橙	lime
105	口红印记	lipstick mark
106	餐后甜酒，利口酒	liqueur
107	低卡低酒精的淡啤酒	lite beer
108	荔枝	lychee
109	芒果	mango
110	马丁尼酒	martini
111	熟化	maturation
112	半甜型的	medium
113	梅洛红葡萄酒	Merlot
114	矿泉水	mineral water
115	未成年人	minor
116	混合饮料	mixed drink
117	调酒饮料	mixer
118	调酒杯	mixing glass
119	搅拌匙	mixing spoon
120	无酒精鸡尾酒	mocktail
121	睡前饮料	night-cap
122	无酒精饮料	non-alcoholic
123	橡木桶	oak barrel
124	半干型的	off-dry
125	免费的	on the house
126	加冰块	on the rocks
127	明火	open flame
128	有机的	organic
129	西番莲果	passion fruit
130	旺季	peak /busy season
131	个性化鸡尾酒创作	personalized cocktail creation
132	菠萝	pineapple
133	灰品诺（葡萄酒）	Pinot Grigio
134	水罐	pitcher
135	波特酒	port
136	斟入，冲泡，倒入	pour
137	一级葡萄酒	Premier Cru
138	压榨	press
139	酒精纯度	proof
140	比例	proportion
141	葡萄干	raisin
142	红葡萄酒	red wine
143	（酒吧）常客	regular
144	二次点单	re-order

145	回头客	repeat customer
146	雷司令白葡萄酒	Riesling
147	机器人调酒师	robot bartender
148	桃红葡萄酒	Rosé wine
149	宝石红	ruby
150	朗姆酒	rum
151	盐	salt
152	长相思白葡萄酒	Sauvignon Blanc
153	苏格兰威士忌酒	scotch
154	服务车	service trolley
155	七喜	Seven Up
156	摇和的	shaken
157	雪利酒	Sherry
158	西拉红葡萄酒，设拉子	Shiraz
159	烈酒杯（用于一口饮尽的烈酒体验）	shot glass
160	小口抿酒	sip
161	智能酒吧体验	smart bar experience
162	智能鸡尾酒制作机	smart cocktail maker
163	智能库存管理	smart inventory management
164	用鼻子闻	sniff
165	苏打水	soda water
166	软饮（指不含酒精或酒精含量不到 0.5% 的饮料）	soft drink
167	斟酒服务员	sommelier
168	汽水，苏打水	sparkling water （soda water）
169	起泡酒	sparkling wine
170	特色饮料	specialty drink
171	香料	spice
172	外溢液体	spill
173	烈酒	spirit
174	雪碧	sprite
175	现榨果汁	squeezed juice
176	不新鲜的	stale
177	纯净水	still water
178	静酒	still wine
179	搅拌棒	stir stick
180	调和的	stirred
181	搅拌器	stirrer
182	烈性黑啤酒	stout
183	纯饮	straight up
184	滤冰器	strainer

185	吸管	straw
186	草莓	strawberry
187	糖	sugar
188	甜型的	sweet
189	甜酒	sweet wine
190	晃动, 旋转	swirl
191	调酒棒	swizzle stick
192	单宁	tannin
193	直饮水	tap water
194	茶色的	tawny
195	龙舌兰酒	tequila
196	烤面包	toast
197	烟草	tobacco
198	汤力水, 奎宁水	tonic
199	橙皮甜酒	triple sec
200	热带水果	tropical fruit
201	未陈年的	unaged
202	斟酒量不够	underpouring
203	未经橡木桶熟化的	unoaked
204	上传鸡尾酒配方	upload cocktail recipe
205	香草	vanilla
206	植物型风味	vegetal flavor
207	苦艾酒	vermouth
208	年份 (葡萄酒)	vintage
209	虚拟调酒师	virtual bartender
210	伏特加 (许多鸡尾酒的基酒)	Vodka
211	浅色佳酿 (8--25 年高级白兰地)	VSOP
212	威士忌酒	whiskey
213	酸威士忌	whiskey sour
214	白葡萄酒	white wine
215	酒框	wine basket
216	酒瓶	wine bottle
217	酒窖	wine cellar
218	酒庄	wine chateau
219	冷酒器, 镇酒冰壶	wine cooler
220	酒水专家	wine expert
221	葡萄酒杯	wine glass
222	酒单	wine list (menu)
223	调酒器	wine shaker
224	陈酿	XO
225	酵母	yeast

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 CNY 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。它是用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.
21	机器人调酒师可以定制鸡尾酒。	The robot bartender can make bespoke cocktails.
22	机器人调酒师通常事先编程了大量的鸡尾酒配方。	Robot bartender is usually programmed with a host of recipes.
23	我们有一个触摸屏界面，你可以选择你喜欢的鸡尾酒类型、风味等。	We have a touchscreen interface where you can select your preferred cocktail type, flavor, etc.
24	然机器人调酒师会自动将所需的配料分配到混合容器中。	Robot bartender then automatically dispenses the required ingredients into a mixing container.
25	该系统使用高速搅拌机或摇床将配料混合在一起，直到它们完美结合。	The system uses a high-speed blender or shaker to mix the ingredients together until they're perfectly combined.
26	你可以调整甜度、浓度，甚至可以添加特殊的装饰或配料。	You can adjust the sweetness, strength, and even add special garnishes or toppings if you'd like.

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 CNY 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 CNY 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. 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 CNY 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 CNY 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 CNY 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 CNY 200 yuan. Customer: What is this CNY 50 yuan for? Bartender: Let me see, sir. I think you ordered a glass of tea, CNY 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: Hmmm, 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 (CNY 198 yuan) on the bill; 2) says sorry and explains the hotel's policy – a minimum charge for two drinks with CNY 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 CNY 198 yuan. Customer: What! CNY 198 yuan for a drink? Staff: I'm sorry, sir. That's our minimum charge — two drinks at CNY 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 CNY 40 yuan plus 10% service charge. So the total is CNY 44 yuan. Customer: Here is CNY 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 CNY 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 CNY 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	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>Bartender: Will that be cash or credit card?</p> <p>Customer: Can you put the charges to our rooms?</p> <p>Bartender: Certainly, madam. May I see your room key cards, please?</p> <p>Customer: Here you are.</p> <p>Bartender: Alright. That's Room 1102. Please sign the bills, madam?</p> <p>Customer: Okay. ... Here you are.</p> <p>Bartender: Thanks. I've put the bill to your rooms separately.</p> <p>Customer: Thank you.</p> <p>Bartender: Have a nice day!</p>
23	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>Bartender: Will there be anything else?</p> <p>Customer: No, thank you. Please bring the bill.</p> <p>Bartender: Just a moment, please. Here you are. That comes to 120 US dollars.</p> <p>Customer: I haven't got enough cash. Can I pay by credit card?</p> <p>Bartender: What card do you have?</p> <p>Customer: Visa. Do you accept it?</p> <p>Bartender: Yes. May I swipe your card now?</p> <p>Customer: Sure. Here you go.</p> <p>Bartender: Thank you. Would you please sign your name on the slip? ... Thank you. Here is the receipt. Have a nice day.</p>
24	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>Customer: Excuse me. Could we have the bill please?</p> <p>Bartender: Certainly. Do you want to pay together or separately?</p> <p>Customer: Together please. How much is that?</p> <p>Bartender: Here you are. That's CNY 350 yuan, please. Cash or card?</p> <p>Customer: Here is my Master Card.</p> <p>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 CNY 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 whiskey?</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	<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) agrees to serve the cocktail and suggests the customer having beer; 4) recommends a local brand beer.</p>	<p>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.</p>
29	<p>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.</p>	<p>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.</p>
30	<p>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.</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: 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>

31	At the party, a guest wishes to make a bespoke cocktail(定制鸡尾酒). The server introduces the robot bartender. The server: 1) tells the guest to order with his or her smartphone; 2) tells him or her to upload the cocktail recipe; 3) says the robot will serve and mix the drink in 90 second; 4) says the guest can talk with the robot.	<p>Guest: Can I have a bespoke cocktail here?</p> <p>Server: Certainly, sir. What kind of cocktail would you like? You can order with your smartphone.</p> <p>Guest: I'd like to try a Shanghai Cocktail.</p> <p>Server: Yes, sir. Search the cocktail on the e-menu, then press the button for uploading the cocktail recipe you want.</p> <p>Guest: Well ,that's so cool!</p> <p>Server: And it's efficient. The robot will serve and mix the drink in 90 second. You can talk with the robot while you are waiting.</p>
----	---	--

五、四赛项通用题目

1. 词汇

题号	中文术语	英文术语
1	人工智能	AI(artificial intelligence)
2	人工智能酒店礼宾服务	AI-powered smart hotel conceirge
3	飞机场	airport
4	机场酒店	airport hotel
5	机场接机服务	airport pick-up service
6	机场代表	airport rep.(representative)
7	机场班车	airport shuttle
8	救护车	ambulance
9	应用程序	app
10	道歉(动词)	apologize
11	到店日期	arrival date
12	大堂副理	assistant manager
13	中国银行	Bank of China
14	宴会经理	banquet manager
15	酒吧	bar
16	调酒员	bartender
17	浴室, 卫生间	bathroom
18	美容师	beautician
19	美容中心	beauty center
20	美容厅	beauty salon
21	行李领班	bell captain
22	行李员	bellman

23	蓝牙	bluetooth
24	自助餐	buffet
25	汽车站	bus station
26	公共汽车站	bus stop
27	名片	business card/name card
28	商务中心	business center
29	咖啡厅	cafe/coffee shop
30	取消（动词）	cancel
31	现金	cash
32	收银员	cashier
33	收银台	cashier's desk
34	吊椅缆车	chairlift
35	兑换	change
36	聊天机器人	chatbot
37	登记入住	check in
38	结账退房，结帐房	check out
39	中餐厅	Chinese restaurant
40	市中心	city center
41	领取凭证	claim tag
42	诊所	clinic
43	云打印服务	cloud printing service
44	商务酒店	commercial hotel
45	投诉	complaint
46	免费赠送的	complimentary
47	礼宾(员)	concierge
48	会议室/会议厅	conference room/hall
49	确认（动词）	confirm
50	确认号码	confirmation number
51	联通房	connecting room
52	无接触的	contactless
53	厨师	cook
54	走廊	corridor
55	信用卡	credit card
56	借记卡	debit card
57	派送机器人	delivering robot
58	豪华的，高级的	deluxe
59	离店日期	departure date
60	押金	deposit
61	电子（数字）门卡	digital room key
62	残疾人士	disabled/handicapped guest
63	门童，门卫	doorman
64	大床房	double room
65	降级销售	down-sell

66	数字人民币	E-CNY
67	经济型酒店	economy hotel
68	电梯厅	elevator /lift bank(foyer)
69	电子邮箱地址	email address
70	电子邮件营销	email marketing
71	紧急出口	emergency exit
72	康乐, 娱乐	entertainment
73	电子签名	e-signature
74	换外币	exchange money
75	行政楼层	executive floor
76	延长 (动词)	extend
77	刷脸支付	face payment
78	人脸识别	face recognition
79	家庭房, 亲子房	family room
80	火灾 (情)	fire
81	消防人员	fire fighter
82	健身中心	fitness center
83	健身中心终端	fitness center's kiosk
84	楼层, 楼面	floor
85	流感	flu
86	餐饮部	food and beverage department
87	外币	foreign currency
88	免费的	free of charge/for free
89	前厅部	front office
90	担保, 保证	guarantee
91	总经理	general manager
92	绿色饭店	green hotel
93	团队签证	group visa
94	客服	guest service
95	客人姓名	guest's name
96	客人需求	guest's requirement
97	手提包	handbag
98	头痛	headache
99	头盔	helmet
100	健身中心	health club
101	健康问题	health problems
102	心脏病	heart attack
103	高血压	high blood pressure
104	医院	hospital
105	接待业/款客业/酒店业	hospitality
106	青年旅社	hostel
107	迎宾员/领位员	hostess
108	酒店	hotel

109	酒店服务员	hotel attendant
110	连锁酒店	hotel chain
111	酒店设施	hotel facility
112	酒店服务	hotel service
113	驻店医生	house doctor
114	房务部	housekeeping department
115	身份证	identification (ID) card
116	室内泳池	indoor swimming pool
117	问讯台	information desk
118	因特网/网络服务	internet service
119	物联网	IoT(Internet of Things)
120	洗衣部	laundry department
121	洗衣服务	laundry service
122	逗留时间	length of stay
123	电梯, 缆车	lift/elevator
124	起居间/客厅	living room/sitting room
125	大堂	lobby
126	休息室, 酒廊	lounge
127	行李	luggage / baggage
128	行李车	luggage trolley
129	工程维修部	maintenance department
130	经理	manager
131	美甲	manicure
132	按摩	massage
133	手机支付	mobile payment
134	付款方式	method of payment
135	小酒吧	mini-bar
136	汽车旅馆	motel
137	夜总会	night club
138	应到未到房	no-show
139	新冠病毒	Novel Corona Virus (ConVid-19)
140	核酸检测	nucleic acid test
141	出差	on business
142	度假	on holiday/vacation
143	话务员	operator
144	停车场	parking lot/car park
145	护照	passport
146	按需付费	pay-as-you-go
147	按次计费	pay-per-view
148	个人支票	personal check
149	警察局	police station
150	邮局	post office
151	邮政编码	postcode/zip code

152	公共区域	public area (PA)
153	二维码	QR code
154	检疫, 隔离	quarantine
155	隔离酒店	quarantine hotel
156	火车站	railway station
157	房价	room rate
158	实时的	real-time
159	前台/接待处	reception desk
160	前台接待员	receptionist
161	推荐	recommend
162	康乐部	recreation department
163	入住登记	registration /check-in
164	登记入住记录	registration record
165	修理工	repairman
166	预订员	reservationist
167	预订 (动词)	reserve/book
168	度假酒店	resort hotel
169	餐厅	restaurant
170	机器人酒店	robot hotel
171	客房服务员	room attendant
172	房间钥匙	room key
173	客房送餐服务	room service
174	保险箱	safety deposit box
175	桑拿浴	sauna
176	扫描	scan
177	安保部	security department
178	自助入住终端 (台、点)	self-check-in kiosk
179	外宿房	sleep out
180	传感器	sensor
181	购物中心	shopping center
182	淋浴	shower
183	区间车	shuttle bus
184	观光旅游	sightseeing
185	签名	signature
186	签单	sign the bill
187	单人房间	single room
188	双板滑雪板	ski
189	滑雪鞋	ski boots
190	滑雪	skiing
191	雪杖	ski poles
192	滑雪服	ski suit
193	交互式电子白板	smart board
194	智能健身中心	smart fitness center

195	智能洗衣	smart laundry
196	智能手机	smart phone
197	智能停车	smart parking
198	智能追踪	smart tracking
199	单板滑雪板	snowboard
200	单板滑雪	snowboarding
201	社交媒体	social media
202	社交媒体营销	social media marketing
203	水疗	spa treatment
204	特殊要求	special request
205	楼梯	stairs
206	地铁站	subway/metro station
207	拉杆箱	suitcase
208	套房	suite
209	超市	supermarket
210	游泳池	swimming pool
211	平板电脑	tablet
212	出租车	taxi
213	网球场	tennis court
214	触摸屏设备	touch-screen device
215	卫生间, 厕所	toilet/restroom
216	双床(标准)间	twin room
217	三人间	triple room
218	伞架	umbrella stand
219	升房	upgrade
220	增销	up-sell
221	接种疫苗	vaccination /vaccinate
222	疫苗	vaccine
223	有效日期	valid date
224	视频聊天	video chat
225	短视频营销	video marketing
226	签证	visa
227	男(餐厅)服务员	waiter
228	女(餐厅)服务员	waitress
229	叫醒服务	wake-up call/morning call service
230	散客, 无预订客人	walk-in
231	天气	weather
232	无线网覆盖	Wi-Fi coverage
233	西餐厅	Western restaurant

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	客人可以在智能终端上扫描身份证或护照，自动填写预订信息并验证身份。	Guests can scan their ID or passport at the smart kiosk to automatically populate their reservation details and verify their identity.
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	让我给您介绍一下我们酒店的康乐中心的服务吧。	May I introduce the recreation service in this hotel?
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	我们的自助早餐厅在 2 楼，早餐时间是六点至九点半，请带上早餐券。	Our buffet breakfast is on the second floor. The service hours are from 6:00 a.m. to 9:30 a.m. Please take the breakfast coupon with you.
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	选择普通洗衣或干洗等，然后输入您的衣物数量和特殊要求，最后选择您希望的服务时间和地点即可。	Just select regular laundry or dry cleaning, Enter the number of items and any special requests, and then choose the desired service time and location.
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	商务中心的服务和会议室的使用是按需付费的，具体价格您可以在我们的官网或者 APP 上查询到。	The services at the business center and the use of meeting rooms are pay-as-you-go, and you can find the specific prices on our website or APP.
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	为了更加便捷，客人还可以使用我们的移动应用程序在到达酒店之前远程完成入住流程。	For added convenience, guests can also use our mobile app to complete the check-in process remotely before arriving at the hotel.
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	智能追踪功能可自动记录您的运动数据以供分析。	Smart tracking automatically records your exercise data for analysis.
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。您是什么时间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.

31	请保存好这个二维码，进入戏剧院时您需要出示这个二维码。	Please save the QR code. You'll be asked to show the code upon entering the theater.
32	请您扫描这个二维码支付账单。	Please scan this QR code and pay the bill.
33	我们酒店有送餐机器人，可以 24 小时不间断地为您送餐和送物。	We have food delivery robots that can deliver meals and items to you 24 hours a day.
34	我们的自助服务终端是触摸屏设备，会引导您完成入住流程。	Our kiosks are touch-screen devices that guide you through the check-in process.
35	您首先需要扫描确认邮件或输入预订号码。	You'll start by scanning your confirmation email or entering your reservation number.
36	最后，您会从终端收到一张打印的房间钥匙。	Finally, you'll receive a printed room key from the kiosk.