

酒店英语-题库

1、放松

答案:

unwind

;

2、do you still know the normal classification of a hotel? what are they?

答案:

3、上传上述视频的笔记

答案:

4、上传处理投诉学习笔记，翻译知识要点，语音朗读所有句型并上传。

答案:

5、Do you think we should offer more spaces for creating third space in hotel? Or we should save more spaces for rooms, restaurants or other facilities that can help hotels get more revenue? Please state your reas

答案:

6、认真观看视频，做好笔记，翻译重点知识要点，朗读重点单词和句型并上传语音。

答案:

7、上传 3.1 的笔记

答案:

8、1. 认真观看视频，记笔记，红笔勾画批注重点；2. 跟读视频中教读的所有单词和短语，上传语音。

答案:

9、至少列出十个你认为最重要最常用的前厅服务需要用到的单词。

答案:

10、至少写出五句你认为前厅服务最重要最常用的句子

答案:

11、观看 Concierge service 视频, 了解 other services 内容, 朗读常用句型, 并上传语音。

答案:

12、请上传 4.1 和 4.2 的学习笔记

答案:

13、认真观看视频, 记录重点, 上传笔记, 朗读句型并上传。

答案:

14、

 [chapterassignment.docx](#)

答案:

123

;

15、1. What is a hotel?

答案:

A home away from home for all the traveling guests who need rest, food and drink. It will enjoy greater financial success only with greater satisfaction the guests receive from the home away from home.

16、Where is the?

1.

Indoor and Outdoor Swimming Pool

2.

3.

Spa, Massage and Sauna

4.

5.

Fitness Center/ Gym, such as tennis courts, basketball courts,
and bowling alley.

6.

7.

Lobby/ Executive Lounge

8.

9.

Restaurant

10.

11.

Business Center

12.

Use the following expressions to give directions inside of a hotel.
Each word or phrase must be used at least once.

turn left, turn right, go straight ahead, go
past ..., cross, at the corner of, next to, opposite, between

答案:

17、
上传视频 0-6 分 17 秒的学习笔记

答案:

18、

分析这个句子中的各个成分以及句型

A hotel is a home away from home for all the traveling guests who need rest, food, and drink. It will enjoy greater financial success only with the greater satisfaction the guests receive from their home away from home.

答案:

19、

 [Unit 11 Laundry Service.pptm](#)

 [Unit 10 Chamber Service.pptm](#)

 [Unit 12 Room Service.pptm](#)

请认真学习以上 3 个 ppt，并上传笔记

答案:

20、What are the necessary qualities for a hotel staff?

答案:

21、How are hotels generally classified?

答案:

Function—commercial, resort, convention

Size—small, medium-sized, large

Equipment & Service quality—1 star to five stars

Location—city center, high-way, airport, suburban

Length of guests' stay—resident, transient

22、What are the necessary qualities for hotel staff?

答案:

A real liking for people and a warm desire to help them

Neat and smart appearance

Courteous attitude

Efficient working ability

Team-work spirit

23、Answer the following questions according to the real situation in Leshan:

1.

Excuse me, can you please tell me how I can get to Leshan Giant Buddha from the high-speed rail station?

2.

3.

Where is the Moruo Library of Leshan Normal Unibersity?

4.

3. Can you give me directions to the dining hall?

4. How can I get to the Mount Emei?

答案:

24、观看处理紧急情况的视频，认真做好笔记。模仿视频，朗读有用句型并上传语音。

答案:

25、

1. The Introduction of Hotel

A hotel is an establishment that provides lodging and usually meals and other services for travelers and other paying guests.

A hotel is a temporary home for people who are traveling. In a hotel the traveler can rest and has access to food and drink, either on the premises or nearby. The hotel may also offer facilities for recreation, such as swimming pool or game rooms. All of these services are designed to accommodate the traveler, so the hotel business is often referred to as the accommodation industry.

Hotels and other accommodations make up a vital part of the hospitality industry, which consists of businesses within accommodation, food and beverage, recreation, and entertainment sectors.

As travel and hotels have been closely related through the ages, hotel-keeping has always adapted itself to the change needs of travelers. To meet the need of different customers, hotels vary greatly in size, facilities provided and services offered. Therefore, hotels can be classified into different types.

Activities

1. Work in groups and discuss the following questions

(1) A good hotel always aims to create “a home away from home” for travelers. How do you understand that?

(2) Hotels are regarded as one of the three pillars of tourism industry. How do you think of the role of hotels in tourism industry?

2. Work in pairs. Identify the brands of hotels presented below and talk about these hotels.

2. Types of Hotels

Classifying hotels into different types is not an easy task. The hotel industry is so vast that many hotels do not fit into single well defined category. Hotels can be classified in various ways, based on location, facilities and services offered, and guest served.

2.1 Classification by Target Market

(1) Commercial Hotel

Commercial hotels provide services essentially for business people. They are usually located in downtown or business districts and operate year round. Many city

hotels and diversely located motels fall into this group. Larger establishments provide a variety of services for their guests, including a range of restaurants and beverage service options---from coffee bars to fine-dining restaurants.

(2)Resort Hotel

A resort hotel may best be described as one where people go to relax and be entertained. Resort hotels and motels are typically located in seaside, lake or mountain areas, and they cater primarily to tourists and vacationers. Resort hotel provide all hotel services plus recreational facilities, such as swimming pools, tennis courts, game rooms, and health spas, as well as planned social activities and entertainment. As business of many resort hotels fluctuates with the season, some resort hotels provide additional convention and conference facilities to encourage customers to combine business with pleasure.

(3)Convention Hotel

Convention Hotels are specifically designed to cater to people attending a convention, business meeting or other social gatherings. These hotels have large convention complex, exhibition halls and banquet rooms. They are often located outside metropolitan areas and provide spacious parking-lots.

(4)Residential Hotels

The best definition of this type, and the one most easily understood, is an apartment house with full hotel services. Residential hotels cater to guests staying for a long time. They provide sitting room, bed room and kitchen-etc, and usually require the guests to sign a lease. The rent can be paid on monthly or quarterly basis.

2.2 Classification by Location

(1) City Hotel

City hotels are generally located in the heart of city within a short distance from business center and shopping arcade. Room rates and the occupancy are normally high due to their location advantages.

(2) Airport Hotel

Airport hotels are set up around or in the major airports. They have transit guests who stay over between flights. Besides, many people catching a very early flight

prefer to arrive at the night before and have a good rest at the airport hotel, thus avoiding the rush of the morning traffic that is so heavy around major cities.

(3) Motel

Motels are located primarily on highways, particularly on the outskirts of cities and towns or near resort areas. They provided lodging to motorists and also provide ample parking space. The length of stay is usually overnight. A new trend in motels is that they grow larger and more elaborate and have moved into the downtown sections of larger cities.

(4) Resort Hotel

Resort hotels are built in a resort area for people who are on holiday rather than on business.

2.3 Classification by the Quality of Services Offered

A system of rating hotels by stars according to the quality is widely used in many countries.

(1)One-star Hotel---low budget hotel: inexpensive; usually has maid service and room service.

(2)Two-star Hotel---budget hotel: slight more expensive; usually has maid service daily.

(3)Three-star Hotel---middle class hotel: moderately priced; has daily maid service, room service, and many have dry-cleaning, Internet access, and a swimming pool.

(4)Four-star Hotel---first class hotel: expensive; has all of the previously mentioned services; has many “luxury” services (for example: massages or a health spa).

(5)Five-star Hotel---luxury hotel: most expensive; numerous extras to enhance the quality of the guest’s stay.

答案:

- 26、1.What kinds of services do a hotel may offer?
2. How are hotels generally classified?
- 3.What are commonly raised questions in a hotel interview?(list at least three quesitons)
- 4.What is the most important qulity for a hote staff?

答案:

27、请造 10 个被动语态的句子，要求：不要百度，自己造句，句型和时态要丰富，尽量不要单一。

不要去百度，自己造，错了没关系。

给句子标号 1. 2. 3. 这样我好改。

答案:

28、Watch the video attentively and answer the following questions.

- 1.What' s the difference between settling the bill and checking out?
- 2.What are the most acceptable credit card forms in the world?
- 3.How many ways of payment are there in the hotel?
- 4.What' s the difference between charge and rate?
- 5.Is VAT included in or separated from the room rate in five-star hotel?
- 6.How many steps are there for guests checking out?
- 7.Write down all the useful sentences for checking out service and read them. (上传语音)
- 8.Finish the quiz in the video.

答案:

29、what is a hotel? please list some other words to name the same place.

答案:

30、



[Hotel Types and Room Types. pdf](#)

Please read this article and list some of the hotel types.

答案:



[Hotel Types and Room Types. pdf](#)

31、What is a hotel?

答案:

Please upload your recording.

32、

1.

What are the main types of complaints?

2.

3.

Do you agree that complaints are opportunities? And Why?

4.

请用文字表达（可以打字，可以拍照听课笔记），并用语音回答一次。语音回答请认真对待！没有语音回答或者所发录音文不对题的，分数将会很低！

答案:

33、 A hotel is an establishment that provides lodging and usually meals and other services for travelers and other paying guests.

A hotel is a temporary home for people who are traveling. In a hotel the traveler can rest and has access to food and drink, either on the premises or nearby. The hotel may also offer facilities for recreation, such as swimming pool or game rooms. All of these

services are designed to accommodate the traveler, so the hotel business is often referred to as the accommodation industry.

Hotels and other accommodations make up a vital part of the hospitality industry, which consists of businesses within accommodation, food and beverage, recreation, and entertainment sectors.

As travel and hotels have been closely related through the ages, hotel-keeping has always adapted itself to the changing needs of travelers. To meet the need of different customers, hotels vary greatly in size, facilities provided and services offered. Therefore, hotels can be classified into different types.

1. What's the definition of the hotel?
2. What does "establishment" mean in the first sentence?

答案:

34、 If you need to help to design a third space in hotel, what idea do you have?

答案:

35、

What are the five major divisions in a hotel?

答案:

Room division, Food&Beverage Division, Sales&Marketing Division, Accounting Division, Maintenance division

36、 (1) A _____ provides services essentially for business people.

(2) A _____ is an establishment which is specifically designed for people attending meetings or other social gatherings.

(3) _____ and other _____ make up a vital part of the hospitality industry.

(4) A _____ caters primarily to tourists and vacationers.

(5) A _____ provides lodging to motorists and also provides ample _____ space.

(6) A _____ hotel is a luxury hotel, which is most expensive.

(7) _____ is the first department where the guest comes in contact with.

(8) Housekeeping department is responsible for _____ and _____ hotel premises.

(9) Food and beverage department is the _____ revenue---producing department of the hotel by selling different types of food and beverage to the guest.

(10) _____ is responsible for repairing and maintaining the equipment and furniture in the hotel.

答案:

37、请仔细阅读 PPT，并语音回答下面问题:

What are the differences between room service and food delivery?

 [Room Service.ppt](#)

答案:

38、认真观看视频，上传课堂笔记，笔记内容需包含:

- 1.Types of guests
- 2.Different booking channels
- 3.Check-in procedures
- 4.Vocabularies
5. Useful Sentences

好笔记的标准：字迹工整，页面美观，笔记详实，重点难点特别标注，新单词查读音，了解中文意思。

答案:

39、

 [Unit 8 Check-out.pptm](#)

请结合以上 PPT 和章节 2.2 的学习视频，学习相关内容，并上传笔记。

答案：

40、

What is the most unique feature of the B&B? What does B&B refer to ?

答案：

41、 A hotel is an establishment that provides lodging and usually meals and other services for travelers and other paying guests.

A hotel is a temporary home for people who are traveling. In a hotel the traveler can rest and has access to food and drink, either on the premises or nearby. The hotel may also offer facilities for recreation, such as swimming pool or game rooms. All of these services are designed to accommodate the traveler, so the hotel business is often referred to as the accommodation industry.

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As travel and hotels have been closely related through the ages, hotel-keeping has always adapted itself to the change needs of travelers. To meet the need of different customers, hotels vary greatly in size, facilities provided and services offered.

Therefore, hotels can be classified into different types.

- 1.What's the definition of the hotel?
- 2.What does "establishment" mean in the first sentence?
- 3.What can travelers do in a hotel?
- 4.What kinds of recreation facilities may a hotel offer?
- 5.Why the hotel business is referred as the accommodation industry?

6. What make up a vital part of the hospitality industry?
7. How do you understand the first sentence in the last paragraph?

答案:

42、 Answer the following questions:

1. What is concierge Service?
2. Which departments does it belong to?
3. Where is it located?
4. What are duties and tasks of concierge?
5. What does securing the services of outside companies mean? Give some examples.
6. What are the main duties of bellboy and doorman?
7. When giving arrival and escort service to guests, what will a concierge pay attention to?
8. Name some useful expressions for a bellboy.

请拍照上传纸质版答案，并语音复述一遍，需上传图片并语音作答。

答案:

43、



[Unit 4 Concierge Service 学生.pptm](#)

请上传以上的学习笔记，和对话空白框的单词。（对话1有4个空，对话2有3个，对话3有8个）

答案:

44、

Choose one passage to read and write a review about it .

答案:

45、 According to the location, what are the classifications of a hotel?

答案:

46、

1、 what is a hotel?

答案:

47、 How are hotels generally classified?

答案:

Please upload your recording.

48、请大家上传今天 Housekeeping Service 中 Laundry Service 的听课笔记。

上一节课有同学听课笔记没有来得及上传，可以一并补充到这里提交。

答案:

49、 Salmon must have been expensive then because

- A、 it was considered a delicacy
- B、 it was a specialty of the restaurant
- C、 it was not yet in season
- D、 it was not on the menu

答案: C

50、 it is implied in the story that

- A、 the narrator insisted on his guest having some asparagus
- B、 the woman would be sorry to leave Paris without having some asparagus
- C、 the woman ate asparagus as an excuse for conversation
- D、 the woman wanted to have some asparagus because she desired to gratify her appetite

答案: D

51、 The narrator did not turn down the woman' s request to treat her to a luncheon because

- A、 he could well afford to pay the bill
- B、 he couldn' t resist her flattery
- C、 he wasn' t yet sophisticated to say no to a woman
- D、 both A and B

答案: D

52、 which of the following statement is true ?_

- A、 the woman ate one thing at the restaurant
- B、 the narrator ate one thing at the restaurant
- C、 the woman was in the habit of eating no luncheon
- D、 the narrator was in the habit of eating heavy luncheon

答案: B

53、 The narrator and the woman met for the first time

- A、 at a theater
- B、 at a restaurant
- C、 in his apartment
- D、 at her hotel

答案: B

54、 when the narrator said he would eat nothing for his dinner that night he was being

- A、 sarcastically humorous
- B、 very polite
- C、 impatient
- D、 ironical

答案: A

55、 the bill came to

- A、 15 francs
- B、 77 francs
- C、 88 francs
- D、 83 francs

答案: A

56、The narrator decided on water because

- A、 his doctor has forbidden him to drink wine
- B、 he never drank wine for luncheon
- C、 he did not care for French white wines
- D、 he wished to have enough money to pay the bill

答案: D

57、 Complete the following dialog.

Waiter (W): _____

Guest (G) : yes, I think we 're ready. My friend would like the lamb and I'd like the fillet steak with fried potatoes and a green salad.

W: one lamb and one fillet steak with fried potatoes and a green salad. _____

G1: oh, medium, please.

W: very good, sir. And would you like anything to start?

G2: yes, I'd like a soup.

W: _____ madam?

G2: oh, the vegetable soup, I think.

W: vegetable soup, and for you sir?

G1: well, I am slimming. I am not too sure.

W: I 'd suggest the melon ,sir

G1: _____ ok, yes

W: _____

G1: yes, we will have Red California.

答案:

W: May I take your order, sir and madam?

W: how do you like them to be prepared, rare, medium or well done?

W: would you prefer a vegetable soup or an oxtail soup, madam?

W: would you like some wine for your meal?

;

58、 Translate the following into English.

The key to a successful Room Service operation is organization. Food must be delivered promptly and at the correct temperature. Guests will become annoyed if their breakfast order arrives an hour late. Incorrect orders also complicate the system, as it takes a great deal of time to return an incorrect order to the kitchen, have it redone, and transport it back to the guest's room

答案:

客房送餐服务成功的关键在于组织。食物必须以适合的温度尽快送进客房。如果早餐送晚了一个小时，客人就会生气。听错客人点的菜也会使这一操作体系复杂化，因为把点错的菜撤回厨房，重新再做，再送入客房要花费大量时间。

59、 Read the following conversation. The parts are not in the right order.

1 Decide which parts are spoken by the GUEST(G) and which are spoken by the ROOM ATTENDANT(A). Mark the parts with "G or A".

2 Write numbers in the brackets to show the correct order of the parts.

3 Act out the conversation with your partner.

_____ just leave them outside your room. We will connect them.()

_____ this is your knob menu. Just mark the items you 'd like for breakfast and the time. Hand it outside your room before you go to bed tonight. ()

_____ since you are staying in our hotel you may sign the bill.()

- _____ what shall I do with the dishes after eating?()
- _____ could you tell me how to have breakfast in my room? ()
- _____ any other way to order room services? ()
- _____ yes, you may dial 7 to call the Room Service Section to order your meals.()
- _____ I see. By the way, how shall I pay for room service?()

答案:

- 1 W...W...W...G...G...G...W...G
- 2 (6)...(2)...(8)...(5)...(1)...(3)...(4)...(7)

;

60、Is there any extra service for conference service?

- A、 Yes.
- B、 No.

答案: A

61、Which of the followings is not the basic facility in the conference service?

- A、 Laptop
- B、 LCD screen
- C、 Loudspeaker
- D、 Raise tier

答案: D

62、Who is the usual customer of the conference service?

- A、 The company planner
- B、 The factory worker
- C、 The receptionist
- D、 The waiter

答案: A

63、 Please decide who could say the sentence:Thank you. Are you looking for something special, sir?

A、 Guest

B、 Shop assistant

答案: B

64、 Please decide who could say the sentence:Just one more thing, how can I pay for what I buy?

A、 Guest

B、 Shop assistant

答案: A

65、 Please decide who could say the sentence:Well, there' re many departments in our store. You can find all kinds of goods here.

A、 Guest

B、 Shop assistant

答案: B

66、 Which is not the facility of the conference service ?

A、 Loudspeaker

B、 Roving microphone

C、 Standard booth

D、 Simultaneous translation system

答案: C

67、 Please decide who could say the sentence:I' m just browsing.

A、 Guest

B、 Shop assistant

答案: A

68、 Please decide who could say the sentence:Yes, of course. We have a very efficient system. We can pack and ship anything for you.

A、 Guest

B、 Shop assistant

答案: B

69、When reserving the conference service for the guests, what kind of information should be recorded?

- A、 The number of attendee
- B、 The required equipment
- C、 The size of the conference room
- D、 All of the above

答案: D

70、Please decide who could say the sentence:Great! But I wonder if you can ship the goods to the States.

- A、 Guest
- B、 Shop assistant

答案: A

71、Please decide who could say the sentence:Good afternoon. The shop is that fascinating.

- A、 Guest
- B、 Shop assistant

答案: A

72、Please decide who could say the sentence:Well, you can use credit card or pay RMB.

- A、 Guest
- B、 Shop assistant

答案: B

73、Please decide who could say the sentence:Good afternoon, sir. Welcome to our shop. May I help you?

- A、 Guest
- B、 Shop assistant

答案: B

74、Which one does not a conference service provide for the guest?

- A、 The catering service
- B、 The facility service
- C、 The booking service

D、 The room service

答案: C

75、 Which sentence is from the customer reserving the conference service?

- A、 How many meeting rooms do you need?
- B、 What can I do for you, sir?
- C、 We need a large hall for holding a convention.
- D、 3,000 yuan RMB for a large meeting room.

答案: C

76、 Which is not the information should the hotel staff ask about the conference?

- A、 Size of the conference
- B、 The number and the type of the meetings room
- C、 The dates and time of the meeting
- D、 The price of the conference room

答案: D

77、 Which sentence is the language from the hotel staff?

- A、 May I know the terms of the facilities?
- B、 We have 200 people to attend.
- C、 I will check the details about the special requirement about the meeting.
- D、 We have a multi-function hall that can hold 200 people.

答案: C

78、 Please decide who could say the sentence: Shall I wrap them up together or separately?

- A、 Guest
- B、 Shop assistant

答案: B

79、 How many basic kinds of the conference types are there?

- A、 1

B、 2

C、 3

D、 7

答案： D

80、 I suggest you ___have a taste of Sichuan dishes .

A、 \

B、 can

C、 may

D、 must

答案： A

81、 Here is the menu madam .Please ___your time.

A、 take

B、 have

C、 make

D、 hurry

答案： A

82、 I think your hotel service is good indeed. We all think ___.

A、 to

B、 so

C、 such

D、 same

答案： B

83、 A table ___there is almost ready

A、 at

B、 over

C、 about

D、 on

答案： B

84、 A hotel employee ought to make ___way for the guests when meeting them in the corridor.

- A、 the
- B、 a
- C、 \
- D、 free

答案： C

85、 When a person has his leg broken ,he suffers from ___.

- A、 fracture
- B、 concussion
- C、 minor injury
- D、 wound

答案： A

86、 The guest wants to pay his bill ___RMB.

- A、 with
- B、 for
- C、 by
- D、 of

答案： A

87、 The doctor has advised me ___too much wine.

- A、 to drink not
- B、 not to drink
- C、 don' t drink
- D、 not drinking

答案： B

88、 The tourist guide always ___what he sees and hears.

- A、 makes a note of
- B、 promises to do
- C、 books up
- D、 insists on

答案： A

89、 The rate of room 202 is lower than ____

- A、 that of room 908
- B、 room 908
- C、 that room
- D、 this one of room 908

答案： A

90、 The electrician ____what he found out and then went off.

- A、 made notes
- B、 marked down
- C、 handed out
- D、 tore off

答案： B

91、 He wanted to know ____he could pay in cash or with traveler' s checks.

- A、 what
- B、 how
- C、 which
- D、 whether

答案： D

92、 All the tickets are sold out because it' s the ____ Seasons for traveling.

- A、 slack
- B、 winter
- C、 busy
- D、 hot

答案： C

93、 This place is very ____at night.

- A、 poem
- B、 poetry

C、 poetic

D、 poet

答案： C

94、 The rental has been ___from 100 yuan to 80

A、 marked down

B、 cut down

C、 reduced off

D、 fallen down

答案： A

95、 The Jinjiang Tower is situated ___2 minutes' walk from Huaihai Road ,the heart of the commercial district of shanghai

A、 in

B、 during

C、 until

D、 within

答案： D

96、 Mr.Bellow ,since you stay at our hotel you ___

A、 have to pay in cash

B、 don' t have to pay

C、 can not pay with credit card

D、 may sign the bill

答案： D

97、 I f the British Queen ___in china, she would became fond of eating the hairy crabs.

A、 lives

B、 had lived

C、 is going to live

D、 should live

答案： D

98、 The film is so ___that I couldn't help crying .

- A、 moving
- B、 moved
- C、 move
- D、 to move

答案： A

99、 I ___as a manager since 1996.

- A、 have work
- B、 worked
- C、 have worked
- D、 had worked

答案： C

100、Front Office staff should do service for the guest with good managers.

答案： 正确

101、Hotel guests can charge RMB back into foreign currency at the cashier' s counter.

答案： 错误

102、Generally speaking , the houseman is in charge of the Housekeeping Dept.

答案： 错误

103、Champagne is a sparkling wine.

答案： 正确

104、A good chef is regarded as an artist.

答案： 正确

105、The purpose of offering first aid is to take care of the patient or injured till the arrival of medical assistance.

答案： 正确

106、Jet-lag usually happens after one takes a jet plane.

答案： 错误

107、 If a guest invites a chambermaid to accompany him to a night club, she should say, " thank you ,but the housekeeper will punish me for that."

答案： 错误

108、 When guests pay with credit cards, the cashier should always make a point of them.

答案： 正确

109、 The bellman should get the baggage delivered as quickly as possible.

答案： 正确

110、

Translate the following into Chinese

61. I want to buy my wife a special gift.

62. a Chinese banquet usually starts with an assorted cold dish.

63. what an efficiency in your work!

64.the guest may dial 7 to call the Room Service Section to order his breakfast, lunch, or dinner.

65. did you sleep well last night.

Translate the following chinese into English.

66. _____.

(我把上衣送去烫了。)

67. I will never forget _____.

(你们的优质服务和诚实。)

68.be sure _____.

(别遗留下东西。)

69. _____.

(我希望你能尽快回复。)

70. *the panel on the night stand* _____.

(控制房间内的电器设备。)

71. A: *would you care to have some orangeade?*

B: _____.

(我宁可喝啤酒。)

72. *please* _____.

(在 6 点整打电话叫醒我)

73. _____ *we were out at 7:00 AM.*

(如果是那样的话。)

74. _____?

(请你再核对一下账单好吗?)

75. _____ *I can* _____.

(相信我吧。)(为你指路。)

答案:

61.我想为我太太买件特殊的礼物。

62.中式宴会通常以什么什锦冷盘开始。

63.你工作效率真高啊!

64.客人可以拨 7 到客房送餐服务部点早餐、午餐或晚餐。

65.您昨晚睡得还好吗?

66. *I have got my coat pressed*

67. *your excellent service and honesty*

68. *not to leave anything behind*

69. *I hope you will recover soon*

70. *controls the different electric devices in the room*

71. *I would rather have some beer*
72. *Wake me up by phone at 6:00 sharp*
73. *If that is so*
74. *would you please check the bill again*
75. *Believe me ... show you the way*

111、 Answer the following question.

76. what are the ways to find out the gues't name.
77. what are the procedures of checking in a quest?

答案:

76. 1)the room attendant can use the arrival list.
- 2)the receptionist can check guest's passport.
- 3)the cashier can check the guest's credit card and ask him to sign on the print.
- 4)the bellman can check the baggage tag.
- 5)the hotel employed can also ask the guest what his her name is.
77. 1)greeting the guest and offering help
- 2) check the guest's reservation
- 3)asking the guest to fill in the registration form and to show the passport
- 4)giving the guest the room key and telling him the room number
- 5)wish the guest a pleasant stay and asking the bellman to show him her up.

112、 Which of the following item is alcoholic beverage?

- A、 coffee
- B、 tea

- C、 coke
- D、 grape wine

答案： D

113、 How to express “西餐零点” in English?

- A、 A la carte
- B、 western banquet
- C、 western food
- D、 western dinner

答案： A

114、 Service in a hotel by which meals or drinks are provided for guests in their rooms is called:

- A、 Dinner Service.
- B、 Room Service.
- C、 Meal Service.
- D、 Drink Service.

答案： B

115、 Which one of the following statement is NOT correct?

- A、 Room service is a small department in a big hotel, but not necessary.
- B、 Room service can help support a higher average daily rate for guest room.
- C、 Room service attract more occupancy.
- D、 Room service is a service people expect, enjoy and will pay for.

答案： A

116、 What is the appropriate length for a table cloth flapping down the table edge in a typical western restaurant?

- A、 10-20cm
- B、 40-50cm
- C、 30-40cm
- D、 15-25cm

答案： C

117、 Which one is not the right answer to the question: ‘How would you like the eggs done?’

- A、 One boiled. Three minutes.
- B、 Medium rate.
- C、 Scrambled.
- D、 Over easy.

答案： B

118、 A type of food made by beating eggs and cooking them in a flat frying pan and may be folded around, it is called:

- A、 Ham.
- B、 Cheese.
- C、 Omelet.
- D、 Jelly.

答案： C

119、 Which one of the following sentences is NOT the right expression of serving food in guest’ s room?

- A、 May I come in?
- B、 Would you please sign the bill?
- C、 Would you like Continental breakfast or American breakfast?
- D、 Where could I place it?

答案： C

120、 How to express “七分熟” in English?

- A、 Well done
- B、 medium
- C、 medium well
- D、 rare

答案： C

121、 The following items are western style tableware except for:

- A、 fork
- B、 knife
- C、 spoon
- D、 chopstick

答案: D

122、 Which one of the following sentences is NOT the right expression of asking about guest preference?

- A、 Would you send me a baby cot as soon as possible?
- B、 Would you like ham or bacon with your eggs?
- C、 would you prefer rolls or toast?
- D、 How would you like your eggs?

答案: A

123、 Which one of the following sentences is NOT the right expression of Room Service procedure?

- A、 May I have your room number?
- B、 May I repeat your order, Sir?
- C、 Room service is available 24 hours a day.
- D、 Goodbye and have a nice trip home!

答案: D

124、 Which one of the following sentences is the right expression of greeting guests in Room Service procedure?

- A、 Good morning, ×××××Hotel, What can I do for you?
- B、 Good morning. Room service, May I help you?
- C、 Is that all, Sir/Madam?
- D、 I' m the waiter from Room Service.

答案: B

125、 Which one of the following sentences is NOT the right expression of room service instruction?

- A、 Breakfast is served from 7:30 to 10:00 a.m. ; lunch and dinner served from 11:00 a.m. to 11:00 p.m.

- B、 There is an extra charge of 15% for room service.
- C、 You may dial 6, and then ask for Room Service.
- D、 We' ll try but we cannot guarantee.

答案: D

126、 The confidence of empowered employees comes form

- A、 training
- B、 supervision
- C、 management support
- D、 Both A and C

答案: D

127、 If a guest is complaining rudely, Front Office staff should

- A、 say that ‘ there’ s nothing I can do”
- B、 ask the manager to solve the problem at once
- C、 deal with the situation
- D、 handle the situation in person

答案: D

128、 Successful training will help employees make decisions

- A、 stick to the parameters
- B、 by asking for manager’ s approval
- C、 without seeking the manager’ s approval
- D、 stick to the parameters without seeking the manager’ s approval

答案: D

129、 Those employees are not afraid of losing job who

- A、 never make wrong decisions
- B、 never make decisions
- C、 ask management for decisions
- D、 make decisions, no matter whether they are right or wrong

答案: D

130、 The goal of providing empowered guest service is

- A、 to capture revenue for one night
- B、 to assure repeat business
- C、 to empower employees to make decisions
- D、 to let employees gain more confidence

答案： B

131、

Translate the following into English.

刘易斯先生，这是电灯开关和调温装置。这儿是衣柜，里面有保险箱和雨伞。梳妆台里面有小冰箱。这儿的饮用水加热器可为你提供热开水。床头柜上的嵌板控制着房间内的各种电器，如床头灯；电视机等。这扇门通往浴室。我们 24 小时提供热水。浴室里有两个插座，分别用于 110 伏和 220 伏

答案：

Mr. Lewis here is the light switch and the temperature adjuster. Here is the wardrobe, where you can find a safe deposit box and an umbrella. There is a minibar in the bureau. For hot water, you can use the minijar. The panel on the night stand controls the different devices in the room, such as the bed-side lamp, TV, and so on. This door leads to the bathroom. The hot water supply is round the clock. There are also in the bathroom two sockets, for 110 V and 220 V respectively

132、 I' d like to have someone __my baby.

- A、 talking care of
- B、 look after
- C、 to look after
- D、 takes care of

答案： B

133、 It is not unusually for a guest to lose or leave some small articles or even valuables __.

- A、 before

- B、 after
- C、 ahead
- D、 behind

答案： D

134、 The boy prefer to lie in the park __to go school.

- A、 to
- B、 rather than
- C、 but not
- D、 while

答案： B

135、 A:I want to ask my niece to stay behind with me tonight. B: _

- A、 sorry madam. It' s against our hotel' s regulations.
- B、 No, you mustn' t ,I' ll get the manager here.
- C、 All right .What can I do for you, madam?
- D、 Please take it easy, madam .No problem.

答案： A

136、 __do you like the fish cooked?

- A、 when
- B、 why
- C、 how
- D、 what

答案： C

137、 My TV set doesn' t work at all. Where can I __?

- A、 .fix it
- B、 have it fixed
- C、 go for fix
- D、 make it fixed

答案： B

138、 Why don' t you remember my order that the steak__rare?

- A、 must be
- B、 must have been
- C、 has to be
- D、 be

答案: D

139、 Here are your stamps . Please stick them on together with the airmail sticker __the front of the envelop.

- A、 in
- B、 to
- C、 on
- D、 at

答案: C

140、 __Yan' an road ,the Shanghai Exhibition Centre is a multi-purpose institution.

- A、 Location on
- B、 located on
- C、 Locating in
- D、 located in

答案: A

141、 What do you __by Huo Han Zhai?

- A、 say
- B、 mean
- C、 think
- D、 cook

答案: B

142、 A:May I speak to Mr. Bellow? B: _

- A、 Good morning .This is Huatian Hotel.
- B、 May I take a message?
- C、 Just a moment ,please. I' ll put you through.
- D、 I' m sorry, I can' t.

答案： C

143、 Now all the hotel staff __ realize the important of learning English.

- A、 come off
- B、 come to
- C、 would love to
- D、 get used to

答案： B

144、 This hotel service booklet provides a lot of __.

- A、 information
- B、 confirmation
- C、 informations
- D、 confirmations

答案： A

145、 My family __spend his summer in Qingdao.

- A、 will go
- B、 are going
- C、 goes to
- D、 is going to

答案： D

146、 He is model worker who often fulfills his tasks __time.

- A、 ahead of
- B、 in front of
- C、 in advance
- D、 behind

答案： A

147、 Our Hotel is a first-rate hotel and is chosen __for favorite place to stay by VIPs.

- A、 for
- B、 to

- C、 as
- D、 to be

答案： C

148、 The doctor has advised me __ too much wine.

- A、 to drink not
- B、 not to drink
- C、 don' t drink
- D、 not drinking

答案： B

149、 Good cooking is regarded __an art in china.

- A、 to be
- B、 for
- C、 like
- D、 as

答案： D

150、 When the manager came in ,all clerks stopped __and the office became very quite.

- A、 talk
- B、 to talk
- C、 talks
- D、 talking

答案： D

151、 A:I' m leaving tomorrow. B: _

- A、 Wish you a good trip and hope to see you again
- B、 Ok .Let' s say goodbye
- C、 Oh, why don' t you stay a little longer
- D、 Did you enjoy your stay with us?

答案： A

152、 Baby-sitting service is run by the Reception Desk.

答案： 错误

153、The operator who work at the switchboard doesn' t need a guest list.

答案： 错误

154、Hotel guest are responsible for cash kept in their own rooms.

答案： 正确

155、Chinese people always celebrate their birthday by eating noodles.

答案： 正确

156、The laundry department is of the same importance as the Housekeeping Dept.

答案： 正确

157、A cashier should help the client change money from RMB into foreign notes.

答案： 错误

158、Red wine is always served with the beef steak.

答案： 正确

159、Room service is not under the Housekeeping Dept.

答案： 正确

160、Never answer the ringing telephone on the night stand when you are cleaning the guestroom alone.

答案： 正确

161、Whenever guest arrive, the receptionist should let them check in as long as there is a room available.

答案： 正确

162、

Translate the following into Chinese .

61.This cocktail is our bar's speciality.

62.could you tell me where I can get a typewriter?

63. Here is the menu .Please take your time.
64. Would you tidy up a bit in the bathroom?
65. A good waiter should know what to do and how to do it.

Translate the following Chinese into English.

66. I'm afraid _____ (账单可能有错误)
67. Please give me _____ (一块火腿三明治)
68. We will _____ (收您价钱的百分之五十)
69. _____ (我想现在就结账离开宾馆)
70. _____ (这些客房服务员都是受过良好教育的)
71. You can find the guest's name _____
____ (在客房的到客表上)
72. One table over there _____ (差不多好了。到时我叫你们)
73. I suppose _____ (有许多活要你干)
74. _____ (这张桌子肯定有人预定了，上面有快牌子)
75. _____ (他们赞同了这个提议)

答案:

61. 这种鸡尾酒是我们酒吧的特色
62. 你能不能告诉我哪里可以弄到一台打字机?
63. 这是菜单，请慢慢看
64. 请打扫一下浴室好吗?
65. 一个好的服务员应该知道做什么及如何做

66. *there might be something wrong with the bill*
67. *a round of ham sandwich*
68. *charge you fifty percent of the price*
69. *I'd like to check out now*
70. *All these room attendants are well-educated*
71. *on the arrival list for each guestroom*
72. *is almost ready. I'll call you then*
73. *there is a lot of work for you to do*
74. *This table must have been reserved. There is a sign on it*
75. *They agreed to the proposal*

163、 Answer the following question.

76. What is a check-out room? When will the room attendant make it up?
77. Why is group cohesiveness of particular importance in the Food & Beverage Dept.?

答案:

76. A check-out room is a room being vacated at the end of the guest's stay. The room attendant usually makes up the check-room first unless there is a request.

77. Because the operation of this department is a complex mixture of components in a total system and this department involves many people working together as a team.

164、 In Chinese cooking, meat and vegetables are often cooked together because they

A、 look good

- B、 taste delicious
- C、 become nutritious
- D、 all of the above

答案: D

165、 The best title of this passage is

- A、 how to appreciate Chinese culinary Art
- B、 how to become a good cook
- C、 ways of Chinese cooking
- D、 I like Chinese culinary art

答案: A

166、 In Chinese cooking seasonings are used mainly for

- A、 decoration
- B、 shape
- C、 taste
- D、 symbolism

答案: D

167、 Judging from the passage, Chinese culinary art does not pay particular attention to

- A、 cutting technique and temperature control
- B、 special preparation of ingredients
- C、 the taste of dishes
- D、 the nutrition of the food

答案: D

168、 which of the following is not a distinctive feature of Chinese cooking?

- A、 temperature control
- B、 standardized recipe
- C、 varied cooking techniques
- D、 extensive selection of raw materials

答案: B

169、 Complete the following dialog.

Hostess (H): Good morning. Ladies and gentlemen. Welcome to our restaurant.

Diner (D): Do you have a table for 4?

H: _____

D: I am afraid not.

H: I am sorry there aren't any vacant seats at the moment.

D: OK.

H: Ladies and gentlemen. Would you like some drinks while waiting?

D: yes, a coffee for each of us.

(5 minutes later)

H: _____

—

Will this table be all right?

D: very nice indeed.

H: take your seats, please.

—

答案:

H: Have you made a reservation?

H: would you have a seat in the waiting room for about 5 minutes?

One table over there is almost ready. I'll call you then.

H: Sorry to have kept you waiting. Ladies and gentlemen. Now we can seat your party. Please come this way.

H: Take your seats, please. Here is the menu. Please take your time. I'll return in a few minutes to take your order.

;

170、 Tell which cuisines the following dishes belong to respectively.

- 1 Spicy Diced Chicken with Peanuts
- 2 Yellow River Carp in Sour and Sweet Sauce
- 3 Dragon- tiger- bout Soup
- 4 Crystal Pork
- 5 Simmered Pork Head
- 6 Duck Web in Oyster Sauce
- 7 Dezhou Braised Chicken
- 8 Mapo Bean Curd
- 9 Roast Snake with Chrysanthemum Blooms
- 10 Sharks Fin Soup

答案:

- | | |
|---------------------|----------------------|
| 1 Sichuan Cuisine | 2 Shandong Cuisine |
| 3 Guangdong Cuisine | 4 Huaiyang Cuisine |
| 5 Huaiyang Cuisine | 6 Guangdong Cuisine |
| 7 Shandong Cuisine | 8 Sichuan Cuisine |
| 9 Guangdong Cuisine | 10 Guangdong Cuisine |

;

171、 Read the following conversation. The parts are not in the right order.

1. Decide which parts are spoken by the GUEST(G) and which are spoken by the ROOM ATTENDANT(A). Mark the parts with “G or A”.
2. Write numbers in the brackets to show the correct order of the parts.
3. Act out the conversation with your partner.

_____ good. I 'd like to reserve a table. ()

_____ four. And I 'd like to have a table by the window. ()

_____ and how many people do you have ?()

_____ may I have your name? ()

_____ we open at 5 PM and we take last orders at 10:00PM.()

_____ what are the service hours for dinner? ()

_____ thank you,Mr Adams. What time do you want your table? ()

_____ at about 5PM this afternoon. ()

_____ no problem. I look forward to having you with us this evening. ()

_____ George Adams. ()

答案:

1 G...G...W...W...W...G...W...G...W...G

2 (3)...(9)...(8)...(4)...(2)...(1)...(6)...(7)...(10)...(5)...

;

172、 Translate the following into English.

In China, cooking is an art. Quite different from Western cooking where recipes are followed strictly like laboratory instructions, Chinese cooking always allows for a creative and stylistic touch to it. While in Western cooking the recipe is the key to any culinary attempt. In Chinese cooking the experienced and well seasoned chef is the guarantee. That is why restaurants, big or small, would always boast of their chefs and advertise their dishes as well

答案:

在中国，烹饪是一门艺术。与西式西餐截然不同，西式西餐严格按照食谱操作，就像遵循实验室规范那样，而中式烹饪注重创新精神和独特的风格。食谱是一切西餐成功的关键，而经验丰富、技艺精湛的厨师是中式烹饪成功的保证。这是为什么中国的餐馆，无论大小，都不仅竭力推销自己的名菜佳肴而且也大力宣扬本店的厨师。

173、 Which of the following is not included in a confirmation letter?

- A、 Length of stay.
- B、 Specific room assignments.
- C、 Room rate and type of accommodation.
- D、 Number of guests.

答案： B

174、 What should the guest do with the letter of confirmation?

- A、 Mail it back to the hotel.
- B、 Leave it at home while traveling.
- C、 Show it to the front desk agents when registering.
- D、 Read it and then throw it away.

答案： C

175、 What is the purpose of a cancellation number?

- A、 to protect both the hotel and the guests form errors.
- B、 to guarantee no-show charges to a credit card account.
- C、 to prevent an increase in cancellation requests.
- D、 to challenge a no-show status on the reservation record.

答案： A

176、 What is the purpose of the hotel reservation confirmation system?

- A、 To check personal information on guests.
- B、 To verify room requests.
- C、 To indicate the reservation status.
- D、 All of the above.

答案： D

177、 Hotels send out an updated confirmation when

- A、 a guest makes changes to a previous reservation

- B、 a guest makes changes too close to the arrival date
- C、 a cancellation is made
- D、 All of the above.

答案： A

178、 Translate the following into Chinese.

We have special bedrooms for the handicapped which all have a wide door not the bathroom with appropriate washing and toilet facilities. Besides, there are no steps between the street and the entrance to the hotel. There is a special lift from the car park to the first floor, and lifts are all wide enough to take a wheelchair

答案：

我们有专供残疾人使用的卧室，卧室通往卫生间的门都非常宽敞，卫生间里有适合残疾人使用的盥洗设备。此外，从街道通往饭店大门辟有无阶梯通道。从地下停车场到底楼有专用电梯，电梯门都很宽敞，可供轮椅通过。

179、 Which of the following services does not belong to personal services in hotel?

- A、
Express laundry service
- B、
Butler service
- C、
Guestroom making-up service

D、 Baby-sitting service

答案： C

180、 When to do the turn-down service.

A、

In the morning.

B、

In the noon.

C、

In the evening.

D、 Late in the afternoon or in the evening.

答案： D

181、 Why is it important for a hotel to provide good laundry service?

A、

Because it is free of charge to the guests.

B、

Because it will leave good impression on the guests and make them feel at home.

C、

Because it is not a big deal for a hotel.

D、

Because it is a routine for a hotel.

答案： B

182、 What to say when the room attendant knocks at the guestroom door to provide housekeeping service.

A、

Excuse me. May I come in?

B、

Hello, is anybody in?

C、

Morning, housekeeping. May I come in?

D、

Please open the door. I want to make up your room.

答案： C

183、 Which service the hotel cannot provide for the guests?

A、

Cash deposit-and-withdraw service.

B、

Wake-up call service

C、

Laundry service

D、 Extra bed service

答案： A

184、 The turn-down service can be provided only in the evening.

答案： 错误

185、 As a room attendant, you can make up the guestroom at any time you want.

答案： 错误

186、 Usually, it is free of charge for a hotel to provide laundry service.

答案： 错误

187、 If the guest has counted the laundry, you don't need to count it again.

答案： 错误

188、 The turn-down service includes making-up bed, drawing the curtain, turning on some certain lights, cleaning the bathroom, and replenish some supplies.

答案： 正确

189、 If you have a credit card, you can use it to pay for almost anything except _____.

A、

buying a apartment

B、

taking a trip

C、

drinking in a Cafe

D、

buying credit

答案： D

190、 After greeting a new guest, the receptionist needs to _____.

A、

call housekeeping department to check the room

B、

ask the guest the length of his stay.

C、

ask the guest's ID card

D、

check the guest's reservation

答案： D

191、 Which is the following section not under front office department?

A、 Concierge

B、 Cashiering

C、 Room Service

D、 Reception

答案： C

192、 每日平均房价的缩写是...

A、

ADR

B、

DAP

C、

ADP

D、

DNP

答案： A

193、 Okay, let me see if there are rooms available. Oh, we have vacant rooms. Would you fill out this _____ for me please?

A、

Check book

B、

Invoice

C、

Registration form

D、

Confirmation page

答案： C

194、 The confidence of empowered employees comes form _____.

A、

supervision

B、

training

C、

management support

D、

Both B and C

答案： D

195、 So you have got altogether three ____ of luggage.

A、

kinds

B、

/

C、

pairs

D、 *pieces*

答案： D

196、 **Front Office department and Housekeeping department are combined as ____ Department?**

A、

F&B

B、

Room Divisions

C、

Finance

D、

Engineering

答案： B

197、 “City Ledger” 的中文意思是（ ）。

A、

城市分账

B、

城市市民

C、

城市账户

D、

城市挂账

答案： D

198、 What should the reservationists say when they pick up the phone?

A、

Hello, welcome to our hotel!

B、

This is reservations, may I help you?

C、

Good morning, who are you?

D、

Hello, Who is speaking?

答案： B

199、 Guest: Excuse me, which is the way to the bar?

Concierge: _____

A、 It's over there, next to the dining hall.

B、 Okay, one moment please.

C、 Turn right.

D、 You can ask our front office staff.

答案： A

200、 Those employees are not afraid of losing job who _____

A、

never make wrong decisions

B、

never make decisions

C、

ask management for decisions

D、 make decisions, no matter whether they are right or wrong

答案： D

201、 Wake-up call service is usually provided by the ____ department.

A、

Guest Service Center

B、

F&B

C、

Finance

D、 Engineering

答案： A

202、 The word “reservation” equals to () .

A、

check-out

B、

investment

C、

book

D、

cancellation

答案： C

203、 **The _____ is paid before guests actually stay in the hotel. It’s often used to reserve (hold/save) their place, and there are policies (rules) about what happens to the money if they cancel their reservation.**

A、

Room fees

B、

Cash

C、

Tips

D、

Deposit

答案： D

204、 Which department is responsible for recommending places to go sightseeing?

A、 Sales and Marketing

B、 Housekeeping

C、 Front Office

D、 Public Relations

答案： C

205、 A : Would you show me your room key, please ? B : _____ .

A、

Here we are

B、

Here are you

C、

Here you are

D、

Here are we

答案： C

206、 The two main procedures of the receptionist are:

A、 Helping guests with Check-in and check-out.

B、 Greet the guests and escorting guests to the room.

C、 Helping guests with Check-in and concierge services.

D、 Making reservations and responding to guests' requests.

答案： A

207、 A guest comes to your front desk and asks for a recommendation for a good place to taste local food, which is the best answer for the guest?

A、 Tell the guest to ask someone else.

B、 Tell the guest you are not sure about it.

C、 Recommend a food application for the guests to find the place.

D、 Guide the guest to the concierge counter, and ask concierge staff to help the guest.

答案： D

208、 If a hotel receives more reservation than the hotel can accommodate at the same day, we called it:

- A、 Upselling
- B、 DND
- C、 OCC
- D、 Overbooking

答案： D

209、 What are appropriate things to say to guests?

- A、 “Please wait for a moment.” ; “Thank you for calling.” and “Hey, how are you?”
- B、 “I don’ t know.” ; “How you doing Sir?” and “ It’ s my pleasure.”
- C、 “ This way, please.” ; “Thank you for calling.” and “May I help you?”
- D、 “Yes?” ; “Hi, who are you?” and “Good morning Madam.”

答案： C

210、 The facilities used in recreational service are:

- A、
Printing service

B、

Sauna

C、

Tennis courts

D、 *ballroom*

答案： BC

211、 The Concierge is usually located near the main entrance to the lobby.

答案： 正确

212、 请写出入住登记单“RC”单的英文全称

答案：

Registration Card

213、The basis of Disney' s successful operations

- A、 a better theme park
- B、 money and entertainment
- C、 as many lip services as possible
- D、 making people happy

答案: D

214、The key to service is offering a quality service

- A、 efficiently
- B、 quickly
- C、 accurately
- D、 all of the above

答案: D

215、In a modern hotel of high-tech society, _____is the most important.

- A、 computerization
- B、 human contact
- C、 the human response to the computer
- D、 increased automation

答案: B

216、Service industry occupied _____of the US economy in the year 2000.

- A、 lower than 60%
- B、 higher than 60%
- C、 as much as 60%
- D、 not mentioned.

答案: B

217、Customer service of the future mainly depends on

- A、 hotel' s policy
- B、 automation system
- C、 quality control

D、 people

答案： D

218、

Writing: complete the letter of reply with the words given.

equipped from such also rate card attractions
courtesy local to enjoy details cost scenic

Dear Mrs. Cascarino:

Thank you for your letter of March 15.

Our hotel is seven kilometers ____ Hongqiao International Airport. Although it does not say in the enclosed ____, we run a ____ bus from the airport ____ the hotel.

The hotel has an indoor pool, and ____ a whirlpool, which I am sure your children would _____. There are many ____ - suitable for children, ____ as Yuyuan Garden, the Bund, and so on.

There are also ____ - movies and we are ____ with satellite TV. I enclose our ____ showing details of the ____ of rooms.

答案:

from details courtesy to also enjoy scenic
attractions such local equipped rate card cost

;

219、

Translate the following into English.

刘易斯先生，这是电灯开关和调温装置。这儿是衣柜，里面有保险箱和雨伞。梳妆台里面有小冰箱。这儿的饮用水加热器可为你提供热开水。床头柜上的嵌板控制着房间内的各种电器，如床头灯；电视机等。这扇门通往浴室。我们 24 小时提供热水。浴室里有两个插座，分别用于 110 伏和 220 伏。

答案：

Mr. Lewis here is the light switch and the temperature adjuster. Here is the wardrobe, where you can find a safe deposit box and an umbrella. There is a minibar in the bureau. For hot water, you can use the minijar. The panel on the night stand controls the different devices in the room, such as the bedside lamp, TV, and so on. This door leads to the bathroom. The hot water supply is round the clock. There are also in the bathroom two sockets, for 110 V and 220 V respectively

220、In people' s opinion, the credit cards in the future will

- A、 be used as substitutes for cash and checks by both individuals and businesses
- B、 no longer be used by either individuals or businesses
- C、 finally be replaced by cash and checks
- D、 be only used with a person' s social security number

答案： A

221、The man who can apply for a credit card should

- A、 have opened accounts in banks
- B、 have a highly-paid job
- C、 have a steady income and a good work record
- D、 have enough money in one bank

答案： C

222、 From the passage, we learn that

- A、 most shops do not accept all kinds of credit cards
- B、 although they are safe, most customers refuse to use them because they don' t want to be the great losers
- C、 credit cards will completely replace cash and checks in the near future
- D、 those who do not have credit cards are considered without credit

答案： A

223、 If you have a credit card, you can use it to pay for almost anything except

- A、 buying a car
- B、 taking a trip
- C、 eating in a restaurant
- D、 buying credit

答案： D

224、 Which of the following is not true about the credit card companies, according to the passage?

- A、 The companies issue credit cards to their customers
- B、 The companies make large profits from stores and restaurants.
- C、 The companies pay stores for the goods and services.
- D、 The companies sometimes have problems collecting overdue payments from bad customers.

答案： B

225、 Translate the following into Chinese.

Most of the money today is made of metals or paper,. But people used to use all kinds of things as money. One of the first kinds of money was shell. Shells were not the only thing used as money, in the Philippine Islands, rice was used as money for a long time. Elephant tusks, monkey tails, and salt were used as money in parts of Africa. Some animals, such as cattle, were used as money, too

答案:

今天的货币大多数是用金属或纸制成的。但是，人们曾经用各种东西来从作货币。最早的货币之一就是贝壳。曾充作货币的不仅仅是贝壳。在菲律宾群岛，大米曾长期被用作货币。而象牙被用作货币。而象牙、猴子尾巴、食盐则在非洲的一些地区被充作货币。有些动物，如牛也曾被当作货币。

226、Decide which of the following should be done by the cashier at the foreign exchange counter.

1. Fix the foreign exchange rate at the beginning of each working day.
2. Ask the client what day he checked in.
3. Ask the client how much money he would change and what the exchange rate is.
4. Ask the client to fill in the memo and show his passport.
5. Help foreign tourists cash the personal checks.
6. Remind the client to keep the exchange memo and to keep it in the safe place.
7. Sign the client's name on the exchange memo.
8. Help the client change RMB back into foreign currency.

答案:

1, 4, 6

;

227、Those who need most need help from community service are

- A、 the old and young
- B、 the old and the handicapped
- C、 the homeless and the friendless
- D、 old woman

答案: B

228、If you want lend a hand and need the necessary information, you may go to

- A、 your school
- B、 a social service committee
- C、 the library and churches
- D、 all of the above

答案: D

229、 The main idea of paragraph 2 is that

- A、 many people need help, but nobody sees and gives
- B、 the organizations must depend on voluntary help
- C、 special help should be given to those who can't easily get help
- D、 it is necessary to form organizations to give help to those who need it.

答案: D

230、 Which of the following is NOT true?

- A、 the work of community service takes volunteers little time
- B、 it is natural to for most people to help others
- C、 voluntary help is needed in many places
- D、 community service means a lot to those who need help

答案: A

231、 The author's purpose in writing this passage is to explain

- A、 why it is necessary for us to help others
- B、 how to help others
- C、 who most need help
- D、 what community service is

答案: D

232、 Complete the following dialog.

Room Attendant (A): _____ ?

Guest(G): Ah, I am afraid there is something wrong with the Tv set.

A: I am sorry , let me have a look... I am afraid _____

(soon the electrician comes)

Electrician(E): _____

G: what efficiency! Thank you. This money is for you.

E: _____

答案:

A: Good morning, sir. May I help you?

A: I am sorry. Let me have a look... I am afraid I 'll have to send for an electrician from the Maintenance Dept. please wait for a moment.

E: Good morning, sir. I've come to check the Tv set...Everything is ok now.

E: no thanks. We don't take tips. Thank you anyway.

;

233、 Say the following in a more courteous way

1. The bathtub looks clean to me
2. You want more towels?
3. Don't you see I am busy cleaning this room?
4. Oh, it's broken! You must pay for it, you see.

答案:

1 I've already cleaned the bathtub, but I will do it again if you'd like it,

2 would you like to have some more towels?

3 I am sorry, but I 'm cleaning this room. I'll make up your room as soon as I finish this one.

4 oh, I am afraid you 'll have to pay for it.

;

234、

Translate the following into English.

The housekeeping Dept. is the backbone of the hotel. In a sense, it is possible to say that a clean and attractive guestroom is the product that a hotel sells. The main duty of the housekeeper staff is to see to the cleanliness and good order of all rooms and public areas in the hotel. The laundry and valet service and many personal services are also their jobs. And they must coordinate the work closely with the Front Office

答案:

客房部是饭店的脊梁。从某种意义上，可以说清洁宜人的客房是饭店销售的产品。客房员工的主要职责是负责保持饭店内所有客房和公共场所的干净整洁、紧紧有条。洗烫服务和许多个人服务也是他们工作的部分。此外，客房在工作中必须与前厅部紧密结合。

235、 Tell what a room attendant should do and should not do while making up the guestroom.

1. vacuuming the carpet
2. changing linens
3. collecting the guest's laundries and sending them to the laundry department
4. replacing the toilet needs and toilet facilities
5. refilling the mini-bar
6. drawing the curtains close
7. answering phone calls and taking messages if the guest is not in
8. looking after the guest's child on request
9. providing such things on request as blanket, extra bed, etc.
10. hanging the DND sign outside after finishing cleaning the room

答案:

1, 2, 3, 4, 5

;

236、

1. Decide which parts are spoken by the GUEST(G) and which are spoken by the ROOM ATTENDANT(A). Mark the parts with "G or A".

2. Write numbers in the brackets to show the correct order of the parts.

3. Act out the conversation with your partner.

___ I am sorry to hear that. Shall I get you a doctor? ()

___ I see. I just need a good rest ()

___ Come in. ()

___ I hope you will feel better soon. ()

___ Oh, I am sorry, but I can't offer any medicine. ()

___ Not now. I have a bad headache. ()

___ Housekeeping. May I come in please? ()

___ Not necessary. Could you give me some aspirin tablets? ()

___ All right. ()

___ Let me put out the DND sign out. If you remove it I will know you want me to clean your room. ()

___ Good morning sir. May I clean your room for you now? ()

答案:

1 A...G...G...A...A...G...A...G...G...A...A

2 (5)...(8)...(2)...(11)...(7)...(4)...(1)...(6)...(10)...(9)...(3)

;

237、How often do you go to see your grandparents?

- A、 every weekend
- B、 a year
- C、 a month
- D、 a week

答案: A

238、What kind of massage service can you provided?

- A、 body massage
- B、 point massage
- C、 foot massage
- D、 all of above

答案: D

239、Because you are our VIP, we can give you 70% _____.

- A、 a discount
- B、 discounts
- C、 some discount
- D、 discount

答案: D

240、I don' t know how to use the apparatus. Can you give me some_____?

- A、 bad advice
- B、 good advice

- C、 bad exercise
- D、 good exercise

答案： B

241、 What are you doing?I'm looking for a place_____.

- A、 to hang my coat
- B、 to hanging my coat
- C、 hang my coat
- D、 hanging my coat

答案： A

242、 The author adopts the device of _____ while mentioning language in the last paragraph.

- A、 comparison
- B、 contrast
- C、 analogy
- D、 inference

答案： A

243、 The tone of the passage can be described as

- A、 persuasive
- B、 criticle
- C、 humorous
- D、 friendly

答案： A

244、 According to the author, those who presume that the only human problem is a communication problem ignore a basic fact of life, that is ,

- A、 different people may have different philosophical, political, or religious beliefs
- B、 fundamental differences in philosophical, political, or religious beliefs can lead to strong dislikes.
- C、 eelings of dislike can not be dissolved with the warmth of love and mutual understanding but can be concealed by forms of etiquette

D、 All of the above

答案： D

245、 In the author' s opinion, any changes in manners should be brought about_

A、 on a large scale, but not bit by bit

B、 by social members collectively, not by individuals at their own will

C、 with a general master plan, not in minute details

D、 None of the above

答案： B

246、 The author of this article is primary concerned with

A、 the distinction between morals and manners

B、 the influence of etiquette over human relations

C、 the necessity of having a commonly accepted code of social behavior

D、 drawing an analogy between etiquette and language

答案： C

247、 Make out the correct orders of the following jobs.

- 1 making beds in guestrooms
- 2 changing a burnt-out light bulb in a lamp in the guestroom
- 3 repairing the damaged leg of a chair
- 4 watering the hotel lawn
- 5 operating the heating system
- 6 taking guest's reservations
- 7 arranging guided city tours
- 8 helping guests with their baggage on their arrival
- 9 compiling bed occupancy lists
- 10 moving heavy furniture or linen baskets
- 11 vacuuming the carpets in the hallways
- 12 helping arrange baby-sitters

- 13 checking guests out
- 14 providing extra beds
- 15 washing and cleaning guest's clothes
- 16 sewing up a tear in hotel employer's uniform
- 17 cutting the grass outside the building
- 18 storing the guest's valuables
- 19 polishing the guest's leather shoes
- 20 replacing worn- out carpets

答案:

- | | |
|-------------------|-------------------------|
| 1 room attendant | 2 electrician |
| 3 carpenter | 4 gardener |
| 5 plumber | 6 reservationist |
| 7 concierge | 8 bellman |
| 9 room attendant | 10 houseman |
| 11 PA cleaner | 12 Room Center clerk |
| 13 cashier | 14 receptionist |
| 15 laundryman | 16 linen room attendant |
| 17 gardener | 18 cashier |
| 19 room attendant | 20 houseman |

;

248、 Complete the following dialog.

Room Attendant (A): Good afternoon, Mrs Hobbs. How can I help you?

Guest(G): we are having some friends over this evening. Can you bring us two more chairs?

A: _____

G: I need them at 6.

A: _____
anything else I can do for you.

G: yes, one more thing could you offer us an extra bed for our little Tommy?

A: I am afraid you have to speak to the Front Office for it.

G: I see. I will be going there right away.

答案:

A: No problem, Mrs. Hobbs. When do you need them?

A: All right. I 'll bring them to your room then.

A: It's the regulation of our hotel. You 'll have to go through the fomalities and we'll add it to your account.

;

249、 Say the following in a more courteous way

1. Just read the Service Information Booklet. Everything is in it.
2. Don't you remember I've told you how to use the minijar?
3. That is not my department.. just contact the reception.
4. The button came off before we receive your dress. It's not our fault.

答案:

1. He may put in the laundry bag in the wardrobe.
2. Usually he gets his laundry back in the same day.
- 3.The hotel should pay for it with the indemnity not exceeding ten times the laundry charge.
4. Because the guest should have deposited his values in the safe deposit box.
5. Because they should act according to the hotel's regulations.

;

250、 Translate the following into English.

There is a linen room under the control of a linen keeper, who is directly responsible to the head housekeeper. It is in the linen room that all the linens and staff uniforms are stored, sorted, issued and repaired. Needless to say, the laundry service is a must of the Housekeeping Dept

答案:

布件间由部件主管管辖。布件主管直接由客房部经理负责。正是在布件间中,对所有的布件和员工制服进行保管、分类、核查、分发和缝补工作。不用说,洗衣服务是客房部必不可少的一个组成部分。

251、 1. Decide which parts are spoken by the GUEST(G) and which are spoken by the ROOM ATTENDANT(A). Mark the parts with “G or A”.

2. Write numbers in the brackets to show the correct order of the parts.
3. Act out the conversation with your partner.

_____ Oh, his nose is no longer bleeding. ()

_____ Here you are. ()

_____ I am sorry to hear that. Leave it to me. I will help him to bed. ()

_____ I will sent for a doctor from the clinic. Please wait for a short while.()

_____ My husband slipped in the bathroom. He can't stand up.()

_____ Let me pinch his nose. (soon the nose stops bleeding). ()

_____ Madam. Please bring a towel and wash your husband's face. ()

_____ Oh, his nose is bleeding.()

答案:

1 G...G...A...A...G...A...A...G

2 (5)...(7)...(2)...(8)...(1)...(4)...(6)...(3)

;

252、When the hotel sales manager sells a meeting room to a customer

- A、 He makes all the arrangements
- B、 the specific details are handled by other departments concerned
- C、 he arranges for the setup of the rooms
- D、 he also controls over the different departments concerned

答案： B

253、To get an incoming guest from the lobby to his room involves

- A、 the front office and the uniformed services
- B、 the front office and the uniformed services and the housekeeping department
- C、 several departments
- D、 the housekeeping department only

答案： B

254、Every service offered in a hotel requires the efforts of

- A、 two departments
- B、 more than two departments
- C、 two or more departments
- D、 more departments

答案： C

255、Should anything prove unsatisfactory the customer would

- A、 complain to the general manager
- B、 hold the sales manager directly responsible
- C、 hold the general manager responsible
- D、 refuse to pay his bill

答案： B

256、Translate the following into Chinese.

The first lodging operations can be traced to ancient Greece and Rome, but the word hotel was not applied to them until late in the eighteenth century. Hotel, French for a wealthy or prominent person's house, became the generally accepted term when referring to a place of lodging.

答案:

最早的经营借宿服务的行业可以追溯到古希腊和古罗马时代，但直到 18 世纪，hotel 这个词才进入这一行业。Hotel 一词源于法语，原指富贵者之家，后演变成专指经营宿业的场所并广为世人所接受。

257、

B. Decide what types of hotel you would recommend to the following persons.

Commercial hotel resident hotel convention
hotel resort motel boatel bed-and-breakfast inn airport hotel

Guest A: I' d like to do business in your city and try to sell this new washing machine.

Guest B: I'm flying from your city to New York early tomorrow morning

Guest C: I've been hitch-hiking from Beijing to your city. Are there any cheap places where I could stay overnight?

Guest D: I'm arranging the annual conference of American hoteliers.

Guest E: My wife and I and our two children are going by car to your town and would like to stop somewhere for one night.

Guest F: My wife and I would like to spend a week's holiday at the seaside.

答案:

Guest A: commercial hotel

;

Guest B: airport hotel

;

Guest C: bed-and-breakfast inn

;

Guest D: convention hotel

;

Guest E: motel

;

Guest F: resort

;

258、The confidence of empowered employees comes form _____.

A、

supervision

- B、 training
- C、 management support
- D、 both B and C

答案： D

259、“City Ledger”的中文意思是（ ）

- A、 城市分账
- B、 城市市民
- C、 城市账户
- D、 城市挂账

答案： D

260、If you have a credit card, you can use it to pay for almost anything except _____.

- A、 buying a apartment
- B、 taking a trip
- C、 drinking in a Cafe
- D、 buying credit

答案： D

261、Front Office department and Housekeeping department are combined as_____ Department.

答案：

Room Divisions; room divisions

;

262、请写出入住登记单“RC”单的英文全称

答案：

Registration Card; registration card

;

263、 Complete the following dialog.

Wine Waiter(W): _____

Dinner(D) : yes, we could.

W: here is the wine list. Please take your time.

W: may I take your wine order now?

D: yes, please. I have ordered a very nice lamb chop and my wife has ordered some seafood, what can you suggest to go with them?

W: well, _____

D: that's good idea.

W: please wait a moment.

W: sorry to have kept you waiting. Here you are.

D: yes.

W: would you take a taste of it ?

D: Ok(tasting). Excellent. Thank you for your recommendation.

答案:

W: ;would ;you ;like ;some ;wine ;with ;your ;dinner?W: ;well, ;I ; 'd ;like ;a ;Red ;California ;for ;the ;lamb ;chop ;and ;a ;Barsac ;for ;the ;seafood.W: ;may ;I ;open ;the ; bottle ;for ;you ;now ;?;

264、 The following are listed some drinks. Please tell what classifications they

belong to.

(liquor, grape wine, brandy, whisky, soft drink, traditional drink, etc.)

1. beer
2. Vodka
3. Martello
4. Remy Martin

5. Jasmine tea
- 6 Bourbon
- 7 Burgundy
- 8 black coffee
- 9 mineral water
- 10 Scotch

答案:

- 1 soft drink
- 2 liquor
- 3 brandy
- 4 brandy
- 5 traditional drink
- 6 whisky
- 7 grape wine
- 8 traditional drink
- 9 soft drink
- 10 whisky

;

265、Anthropologists know the reason why some of the foods are considered taboos.

答案: 正确

266、Sometimes people do not like to eat a certain kind of food because they do not have any idea about the nutrition of the food.

答案: 错误

267、People of different cultures may have different ideas about what kinds of food are good to eat

答案: 正确

268、Taboo foods are something harmful to our health so that we are not allowed to eat them.

答案: 错误

269、Different ways of life may lead to different food likes and dislikes.

答案： 正确

270、 Translate the following into English.

Cocktail is an important part of the restaurant business, and it takes time to learn how to properly mix and serve hundreds of different drinks and combinations. Many people have their own preferences for a certain cocktail recipes, and bartenders are often asked to mix drinks to suit a customer's taste. In addition to serving mixed drinks, bartenders serve wine, draft or bottled beer, and a wide variety of non-alcoholic beverages

答案：

鸡尾酒是餐饮业的一大产品，要花很长时间才能学会如何调制和供应几百种不同的饮料和混合饮料。许多客人有自己偏爱的鸡尾酒配方，并要求调酒师调制各种饮料以满足他们的口味。除供应混合饮料外，调酒师也供应酒类、扎啤或瓶装啤酒，以及各种各样的非酒精类饮料。

271、 An airport hotel is a hotel which aims at convention service

答案： 错误

272、 A convention hotel is a hotel for people who don't want to own their homes .

答案： 错误

273、 What is the role of an Executive Housekeeper in a hotel?

答案:

274、Define housekeeping and explain the various types of housekeeping.

答案:

275、 Translation

1. 我想订一间可以容纳 20 个人的会议室，行吗？
2. 您想要订多大的会议室？
3. 您想如何安排座位？
4. 费用是多少？
5. 这间房还有什么设施？
6. 会议费用包括文件资料费、午餐与茶点费。
7. 预订的时候我们需要收取您 50%的订金，其余的 50%将在活动当日收取。
8. 如果我们无法接受您的预订，我们将在 5 个工作日内退还您的押金。
 9. 现在是旺季，非常抱歉，不过能不能请您这个周末再打电话过来呢？可能会有人取消预订。
10. 您的预订已被确认。

答案:

1. Do you have one convention room for 20 persons?
2. What size of conference room do you have in mind?
3. Which seating style would you prefer?
4. What is the Charge?
5. What facilities do you offer with the room?
6. Conference fees include documentation, lunch and refreshments where applicable.
 7. We need a deposit of 50% at the time of reservation. The remaining 50% will be collected by the date of event.
 8. If we can't accept the reservation, we will refund your deposit within 5 working days.

9. This is the busiest season. I'm very sorry, but could you call us again later this week? We may have some cancellations.
10. Your reservation is confirmed.

276、 Translation

1. 展览会的手册很详尽。(manual)
2. 我明天早上来酒店接您。(pick up)
3. 2008 年国际家具展览会将于 5 月 1 日举行。(to be held)
4. 广州交易会每年举办两次。(annually)
5. 为了拓展业务, 我们决定参加中国最大的贸易会。(in order to)
6. 可以便宜一点吗?
7. 我要订购多少才能得到折扣?
8. 如果你不能再做些让步, 再讨论也没什么意义。
9. 就我来说, 我认为这次展览对我们公司有好处。
10. 除了经理以外, 其他代表也都同意项目提议书。

答案:

1. The manual of the exposition is very detailed.
2. I will pick you up at the hotel tomorrow morning.
3. The 2008 International Furniture Fair will be held on May 1st.
4. The Canton Fair is held twice annually.
5. In order to extend our business, we have decided to take part in the largest trade fair in China.
6. Can you come down a bit?
7. How many do I need to order to receive the discount?
8. If you can't make any further concessions, there is no point in further discussion.
9. As far as I'm concerned, I think the trade show may do good to our company.
10. All the other representatives agreed with the project proposal besides the manager.

277、Translation

1. 女士，能不能告诉我您穿多大号？
2. 这些邮资是否包括包装费和保险费？
3. 我们商场的宗旨是全心全意为顾客服务。
4. 营业员提醒顾客人参不能与萝卜同吃。
5. 这种绿茶质量高，里面有晒干的茉莉花。
6. 这是只有在中国才有的滋补品，可以治疗像体虚这样的疾病。
7. 这位日本客人非常熟悉中国的文房四宝。
8. 这正是他多年来梦寐以求的宜兴紫砂壶。
9. 对中国文化感兴趣的外国朋友，都很热衷把名字刻在印章上。
10. 您也许听说过中国画与书法艺术密不可分。

答案：

1. What size do you wear , madam?
2. Is the postage including the packing charge and insurance?
3. The ideal of our shop is serving for the customers in our heart.
4. The shop assistant reminded that ginseng couldn't eat with turnip.
5. It's a high quality green tea mixed with dried jasmine flowers..
6. It is the tonic only available in China, which can cure such ailments as asthenia.

7. This Japanese guest are familiar with the Four Treasures of the Study of China.
8. It is Yixing ceramic teapots that he has been dreaming of for many years.
9. Many foreign friends who are interested in Chinese culture are fond of having their own name-seals cut
10. You may have heard that the Chinese painting is closely related to calligraphy arts.

278、I. New words and phrases

1. 褪色 2. 防缩水的 3. 纪念品 4. 折扣
5. 真实的 6. 独特的 7. 滋补品 8. 胃口
9. 真空的 10. 土特产 11. 珍宝 12. 文化
13. 原作 14. 山水 15. 文明 16. the shop assistant
17. take one's size 18. paper cut 19. clay figurine
20. the Four Treasures of the Study

答案:

1. fade 2. shrink-proof 3. souvenir 4. discount 5. genuine
6. unique 7. tonic 8. appetite 9. vacuum 10. specialty
11. gem 12. culture 13. original 14. landscape 15. civilization
16. 售货员 17. 量尺寸 18. 剪纸 19. 泥人 20. 文房四宝

279、II. Translation

1. 据说经常打太极拳对能延年益寿，祛病强身。
2. 我们拥有设备良好的健身中心，里面有最先进的娱乐体育设施。
3. 除此之外，我们顶楼拥有一个室内游泳池。
4. 所有设施随时向您开放。
5. 您喜欢什么样的发式？
6. 我想烫最新式的发型。
7. 那胡子很配您的脸型。
8. 如果我不是住店客人那又会怎么样？
9. 小姐请赏光跳个舞好吗？
10. 只要您说的出来，我们这儿都有。

答案：

1. It is said that Tai Ji Quan can make you a long life and keep you healthy.
2. We have a well-equipped keep-fit gym, in which there is the most advanced apparatus.
3. In addition, there is an indoor swimming pool on the top of our hotel.
4. All facilities are open for you at any time.
5. What style would you like?
6. I want to have the latest wave.
7. The beard fits your face perfectly.
8. What if I am not a registered guest?
9. Will you honor me with a dance, miss?
10. You name it, we have it here.

280、I. New words and phrases

1. 设施
2. 健身房
3. 教练
4. 修面
5. 染色
6. 胡子
7. 洗发水
8. 舞台

9. 大满贯 10. 犯规 11. beauty parlor 12. separate locker room
13. a billiard room 14. a squash court 15. bowling center
16. the sauna proper 17. at the barber's 18. have a cold wave
19. at the Ball Room 20. Moon Star club

答案:

1. facility 2. gymnasium 3. coach 4. shave 5. dye
6. beard 7. shampoo 8. stage 9. strike 10. foul
11. 美容厅 12. 单独更衣室 13. 桌球房 14. 网球场 15. 保龄球中心
16. 桑拿浴 17. 在理发室 18. 冷烫 19. 在舞厅 20. 月星俱乐部