

酒店英语

[1] 题型.单选题

[1] 题干.Salmon must have been expensive then because

[1] 正确答案.C

[1] 难易度.中

[1] 选项数.4

[1] A.it was considered a delicacy

[1] B.it was a specialty of the restaurant

[1] C.it was not yet in season

[1] D.it was not on the menu

[2] 题型.单选题

[2] 题干.it is implied in the story that

[2] 正确答案.D

[2] 难易度.中

[2] 选项数.4

[2] A.the narrator insisted on his guest having some asparagus

[2] B.the woman would be sorry to leave Paris without having some asparagus

[2] C.the woman ate asparagus as an excuse for conversation

[2] D.the woman wanted to have some asparagus because she desired to gratify her appetite

[3] 题型.单选题

[3] 题干.Is there any extra service for conference service?

[3] 正确答案.A

[3] 难易度.中

[3] 选项数.2

[3] A. Yes.

[3] B. No.

[4] 题型.单选题

[4] 题干.Which of the followings is not the basic facility in the conference service?

[4] 正确答案.D

[4] 难易度.中

[4] 选项数.4

[4] A. Laptop

[4] B. LCD screen

[4] C. Loudspeaker

[4] D. Raise tier

[5] 题型.单选题

[5] 题干.I suggest you ___ have a taste of Sichuan dishes .

[5] 正确答案.A

[5] 难易度.中

[5] 选项数.4

[5] A.\

[5] B.can

[5] C.may

[5] D.must

[6] 题型.单选题

[6] 题干.

Which of the following item is alcoholic beverage?

- [6] 正确答案.D
 - [6] 难易度.中
 - [6] 选项数.4
 - [6] A.coffee
 - [6] B.tea
 - [6] C.coke
 - [6] D.grape wine
-

- [7] 题型.单选题
 - [7] 题干.Here is the menu madam .Please __your time.
 - [7] 正确答案.A
 - [7] 难易度.中
 - [7] 选项数.4
 - [7] A.take
 - [7] B.have
 - [7] C.make
 - [7] D.hurry
-

- [8] 题型.单选题
 - [8] 题干.The confidence of empowered employees comes form
 - [8] 正确答案.D
 - [8] 难易度.中
 - [8] 选项数.4
 - [8] A.training
 - [8] B.supervision
 - [8] C.management support
 - [8] D.Both A and C
-

[9] 题型.单选题

[9] 题干.Who is the usual customer of the conference service?

[9] 正确答案.A

[9] 难易度.中

[9] 选项数.4

[9] A. The company planner

[9] B. The factory worker

[9] C. The receptionist

[9] D. The waiter

[10] 题型.单选题

[10] 题干.I' d like to have someone __my baby.

[10] 正确答案.B

[10] 难易度.中

[10] 选项数.4

[10] A.talking care of

[10] B.look after

[10] C.to look after

[10] D.takes care of

[11] 题型.单选题

[11] 题干.It is not unusually for a guest to lose or leave some small articles or even valuables __.

[11] 正确答案.D

[11] 难易度.中

[11] 选项数.4

[11] A.before

[11] B.after

[11] C.ahead

[11] D.behind

[12] 题型.单选题

[12] 题干.I think your hotel service is good indeed. We all think ___.

[12] 正确答案.B

[12] 难易度.中

[12] 选项数.4

[12] A.to

[12] B.so

[12] C.such

[12] D.same

[13] 题型.单选题

[13] 题干.The boy prefer to lie in the park __to go school.

[13] 正确答案.B

[13] 难易度.中

[13] 选项数.4

[13] A.to

[13] B.rather than

[13] C.but not

[13] D.while

[14] 题型.单选题

[14] 题干.A table ___there is almost ready

[14] 正确答案.B

[14] 难易度.中

[14] 选项数.4

[14] A.at

[14] B.over

[14] C.about

[14] D.on

[15] 题型.单选题

[15] 题干.In Chinese cooking, meat and vegetables are often cooked together because they

[15] 正确答案.D

[15] 难易度.中

[15] 选项数.4

[15] A.look good

[15] B.taste delicious

[15] C.become nutritious

[15] D.all of the above

[16] 题型.单选题

[16] 题干.A:I want to ask my niece to stay behind with me tonight. B: _

[16] 正确答案.A

[16] 难易度.中

[16] 选项数.4

[16] A.sorry madam. It' s against our hotel' s regulations.

[16] B.No, you mustn' t ,I' ll get the manager here.

[16] C.All right .What can I do for you, madam?

[16] D.Please take it easy, madam .No problem.

[17] 题型.单选题

[17] 题干.__do you like the fish cooked?

[17] 正确答案.C

[17] 难易度.中

[17] 选项数.4

- [17] A.when
 - [17] B.why
 - [17] C.how
 - [17] D.what
-

[18] 题型.单选题

[18] 题干.My TV set doesn' t work at all. Where can I __?

[18] 正确答案.B

[18] 难易度.中

[18] 选项数.4

[18] A..fix it

[18] B.have it fixed

[18] C.go for fix

[18] D.make it fixed

[19] 题型.单选题

[19] 题干.Which of the following is not included in a confirmation letter?

[19] 正确答案.B

[19] 难易度.中

[19] 选项数.4

[19] A.Length of stay.

[19] B.Specific room assignments.

[19] C.Room rate and type of accommodation.

[19] D.Number of guests.

[20] 题型.单选题

[20] 题干.

How to express “西餐零点” in English?

- [20] 正确答案.A
 - [20] 难易度.中
 - [20] 选项数.4
 - [20] A.A la carte
 - [20] B.western banquet
 - [20] C.western food
 - [20] D.western dinner
-

- [21] 题型.单选题
 - [21] 题干.Please decide who could say the sentence:Thank you. Are you looking for something special, sir?
 - [21] 正确答案.B
 - [21] 难易度.易
 - [21] 选项数.2
 - [21] A.Guest
 - [21] B.Shop assistant
-

- [22] 题型.单选题
 - [22] 题干.Please decide who could say the sentence:Just one more thing, how can I pay for what I buy?
 - [22] 正确答案.A
 - [22] 难易度.易
 - [22] 选项数.2
 - [22] A.Guest
 - [22] B.Shop assistant
-

- [23] 题型.单选题
- [23] 题干.A hotel employee ought to make ___ way for the guests when meeting them in the corridor.

[23] 正确答案.C

[23] 难易度.中

[23] 选项数.4

[23] A.the

[23] B.a

[23] C.\

[23] D.free

[24] 题型.单选题

[24] 题干.The narrator did not turn down the woman' s request to treat her to a luncheon because

[24] 正确答案.D

[24] 难易度.中

[24] 选项数.4

[24] A.he could well afford to pay the bill

[24] B.he couldn' t resist her flattery

[24] C.he wasn' t yet sophisticated to say no to a woman

[24] D.both A and B

[25] 题型.单选题

[25] 题干.

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

[25] 正确答案.C

[25] 难易度.中

[25] 选项数.4

[25] A.

Express laundry service

[25] B.

Butler service

[25] C.

Guestroom making-up service

[25] D.

Baby-sitting service

[26] 题型.单选题

[26] 题干.When a person has his leg broken ,he suffers from

—.

[26] 正确答案.A

[26] 难易度.中

- [26] 选项数.4
 - [26] A.fracture
 - [26] B.concussion
 - [26] C.minor injury
 - [26] D.wound
-

[27] 题型.单选题

[27] 题干.Why don' t you remember my order that the steak__rare?

- [27] 正确答案.D
 - [27] 难易度.中
 - [27] 选项数.4
 - [27] A.must be
 - [27] B.must have been
 - [27] C.has to be
 - [27] D.be
-

[28] 题型.单选题

[28] 题干.

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

- [28] 正确答案.D
- [28] 难易度.中
- [28] 选项数.4
- [28] A.

buying a apartment

[28] B.

taking a trip

[28] C.

drinking in a Cafe

[28] D.

buying credit

[29] 题型.单选题

[29] 题干.The basis of Disney' s successful operations

[29] 正确答案.D

[29] 难易度.中

[29] 选项数.4

[29] A.a better theme park

[29] B.money and entertainment

[29] C.as many lip services as possible

[29] D.making people happy

[30] 题型.单选题

[30] 题干.The guest wants to pay his bill ___RMB.

[30] 正确答案.A

[30] 难易度.中

[30] 选项数.4

[30] A.with

[30] B.for

[30] C.by

[30] D.of

[31] 题型.单选题

[31] 题干.

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

[31] 正确答案.B

[31] 难易度.中

[31] 选项数.4

[31] A.Dinner Service.

[31] B.Room Service.

[31] C.Meal Service.

[31] D.Drink Service.

[32] 题型.单选题

[32] 题干.

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

[32] 正确答案.D

[32] 难易度.中

[32] 选项数.4

[32] A.

call housekeeping department to check the room

[32] B.

ask the guest the length of his stay.

[32] C.

ask the guest's ID card

[32] D.

check the guest's reservation

[33] 题型.单选题

[33] 题干.In people' s opinion, the credit cards in the future will

[33] 正确答案.A

[33] 难易度.中

[33] 选项数.4

[33] A.be used as substitutes for cash and checks by both individuals and businesses

[33] B.no longer be used by either individuals or businesses

[33] C.finally be replaced by cash and checks

[33] D.be only used with a person' s social security number

[34] 题型.单选题

[34] 题干.Those who need most need help from community service are

[34] 正确答案.B

[34] 难易度.中

[34] 选项数.4

[34] A.the old and young

[34] B.the old and the handicapped

[34] C.the homeless and the friendless

[34] D.old woman

[35] 题型.单选题

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

[35] 正确答案.B

[35] 难易度.易

[35] 选项数.2

- [35] A.Guest
- [35] B.Shop assistant

[36] 题型.单选题

[36] 题干.What should the guest do with the letter of confirmation?

[36] 正确答案.C

[36] 难易度.中

[36] 选项数.4

[36] A.Mail it back to the hotel.

[36] B.Leave it at home while traveling.

[36] C.Show it to the front desk agents when registering.

[36] D.Read it and then throw it away.

[37] 题型.单选题

[37] 题干.Here are your stamps . Please stick them on together with the airmail sticker _the front of the envelop.

[37] 正确答案.C

[37] 难易度.中

[37] 选项数.4

[37] A.in

[37] B.to

[37] C.on

[37] D.at

[38] 题型.单选题

[38] 题干.Which one of the following statement is NOT correct?

[38] 正确答案.A

[38] 难易度.中

[38] 选项数.4

[38] A.Room service is a small department in a big hotel, but not necessary.

[38] B.Room service can help support a higher average daily rate for guest room.

[38] C.Room service attract more occupancy.

[38] D.Room service is a service people expect, enjoy and will pay for.

[39] 题型.单选题

[39] 题干.The doctor has advised me ___too much wine.

[39] 正确答案.B

[39] 难易度.中

[39] 选项数.4

[39] A.to drink not

[39] B.not to drink

[39] C.don' t drink

[39] D.not drinking

[40] 题型.单选题

[40] 题干.__Yan' an road ,the Shanghai Exhibition Centre is a multi-purpose institution.

[40] 正确答案.A

[40] 难易度.中

[40] 选项数.4

[40] A.Location on

[40] B.located on

[40] C.Locating in

[40] D.located in

[41] 题型.单选题

[41] 题干.The tourist guide always ___ what he sees and hears.

[41] 正确答案.A

[41] 难易度.中

[41] 选项数.4

[41] A.makes a note of

[41] B.promises to do

[41] C.books up

[41] D.insists on

[42] 题型.单选题

[42] 题干.which of the following statement is true ?_

[42] 正确答案.B

[42] 难易度.中

[42] 选项数.4

[42] A.the woman ate one thing at the restaurant

[42] B.the narrator ate one thing at the restaurant

[42] C.the woman was in the habit of eating no luncheon

[42] D.the narrator was in the habit of eating heavy luncheon

[43] 题型.单选题

[43] 题干.How often do you go to see your grandparents?

[43] 正确答案.A

[43] 难易度.易

[43] 选项数.4

[43] A. every weekend

[43] B. a year

[43] C. a month

[43] D. a week

[44] 题型.单选题

[44] 题干.What do you __ by Huo Han Zhai?

[44] 正确答案.B

[44] 难易度.中

[44] 选项数.4

[44] A.say

[44] B.mean

[44] C.think

[44] D.cook

[45] 题型.单选题

[45] 题干.

Which is the following section not under front office department?

[45] 正确答案.C

[45] 难易度.中

[45] 选项数.4

[45] A.Concierge

[45] B.Cashiering

[45] C.Room Service

[45] D. Reception

[46] 题型.单选题

[46] 题干.The rate of room 202 is lower than ___

[46] 正确答案.A

[46] 难易度.中

[46] 选项数.4

- [46] A.that of room 908
 - [46] B.room 908
 - [46] C.that room
 - [46] D.this one of room 908
-

[47] 题型.单选题

[47] 题干.

What kind of massage service can you provided?

[47] 正确答案.D

[47] 答案解析.

[47] 难易度.易

[47] 选项数.4

[47] A.

body massage

[47] B.

point massage

[47] C.

foot massage

[47] D.

all of above

[48] 题型.单选题

[48] 题干.The electrician ___ what he found out and then went off.

[48] 正确答案.B

[48] 难易度.中

[48] 选项数.4

[48] A.made notes

[48] B.marked down

[48] C.handed out

[48] D.tore off

[49] 题型.单选题

[49] 题干.The narrator and the woman met for the first time

[49] 正确答案.B

[49] 难易度.中

[49] 选项数.4

[49] A.at a theater

[49] B.at a restaurant

[49] C.in his apartment

[49] D.at her hotel

[50] 题型.单选题

[50] 题干.The key to service is offering a quality service

[50] 正确答案.D

[50] 难易度.中

[50] 选项数.4

[50] A.efficiently

[50] B.quickly

- [50] C.accurately
- [50] D.all of the above

[51] 题型.单选题

[51] 题干.Which is not the facility of the conference service ?

[51] 正确答案.C

[51] 难易度.中

[51] 选项数.4

[51] A. Loudspeaker

[51] B. Roving microphone

[51] C. Standard booth

[51] D. Simultaneous translation system

[52] 题型.单选题

[52] 题干.

When to do the turn-down service.

[52] 正确答案.D

[52] 难易度.中

[52] 选项数.4

[52] A.

In the morning.

[52] B.

In the noon.

```
<="" br="" style="color: rgb(0, 0, 0); font-family: "Microsoft YaHei";  
font-size: medium; font-style: normal; font-variant-ligatures: normal;  
font-variant-caps: normal; font-weight: 400; letter-spacing: normal;  
orphans: 2; text-align: start; text-indent: 0px; text-transform: none;  
white-space: normal; widows: 2; word-spacing: 0px; -webkit-text-  
stroke-width: 0px; text-decoration-style: initial; text-decoration-  
color: initial;"> [52] C.
```

In the evening.

[52] D.

Late in the afternoon or in the evening.

[53] 题型.单选题

[53] 题干.

每日平均房价的缩写是...

[53] 正确答案.A

[53] 难易度.中

[53] 选项数.4

[53] A.

ADR

[53] B.

DAP

[53] C.

ADP

[53] D.

DNP

[54] 题型.单选题

[54] 题干.If you want lend a hand and need the necessary information, you may go to

[54] 正确答案.D

[54] 难易度.中

[54] 选项数.4

[54] A.your school

[54] B.a social service committee

[54] C.the library and churches

[54] D.all of the above

[55] 题型.单选题

[55] 题干.If a guest is complaining rudely, Front Office staff should

[55] 正确答案.D

[55] 难易度.中

[55] 选项数.4

[55] A.say that 'there' s nothing I can do"

[55] B.ask the manager to solve the problem at once

[55] C.deal with the situation

[55] D.handle the situation in person

[56] 题型.单选题

[56] 题干.A:May I speak to Mr. Bellow? B: _

[56] 正确答案.C

[56] 难易度.中

[56] 选项数.4

[56] A.Good morning .This is Huatian Hotel.

[56] B.May I take a message?

[56] C.Just a moment ,please. I' ll put you through.

[56] D.I' m sorry, I can' t.

[57] 题型.单选题

[57] 题干.

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

[57] 正确答案.B

[57] 难易度.中

[57] 选项数.4

[57] A.

Because it is free of charge to the guests.

[57] B.

Because it will leave good impr 尘称为

[57] C.

Because it is not a big deal for a hotel.

[57] D.

Because it is a routine for a hotel.

[58] 题型.单选题

[58] 题干.Please decide who could say the sentence:I' m just browsing.

[58] 正确答案.A

[58] 难易度.易

[58] 选项数.2

[58] A.Guest

[58] B.Shop assistant

[59] 题型.单选题

[59] 题干.Because you are our VIP, we can give you 70%

_____.

[59] 正确答案.D

[59] 难易度.中

[59] 选项数.4

[59] A.a discount

[59] B. discounts

[59] C. some discount

[59] D.discount

[60] 题型.单选题

[60] 题干.

Okay, let me see if there are rooms available. Oh, we have vacant rooms.

Would you fill out this _____ for me please?

[60] 正确答案.C

[60] 难易度.中

[60] 选项数.4

[60] A.

Check book

[60] B.

Invoice

[60] C.

Registration form

[60] D.

Confirmation page

[61] 题型.单选题

[61] 题干.when the narrator said he would eat nothing for his dinner that night he was being

[61] 正确答案.A

[61] 难易度.中

[61] 选项数.4

[61] A.sarcastically humorous

[61] B.very polite

[61] C.impatient

[61] D.ironical

[62] 题型.单选题

[62] 题干.The author adopts the device of _____ while mentioning language in the last paragraph.

[62] 正确答案.A

[62] 难易度.中

[62] 选项数.4

[62] A.comparison

[62] B.contrast

[62] C.analogy

[62] D.inference

[63] 题型.单选题

[63] 题干.Now all the hotel staff __ realize the important of learning English.

[63] 正确答案.B

[63] 难易度.中

[63] 选项数.4

[63] A.come off

[63] B.come to

[63] C.would love to

[63] D.get used to

[64] 题型.单选题

[64] 题干.the bill came to

[64] 正确答案.A

[64] 难易度.中

[64] 选项数.4

[64] A.15 francs

[64] B.77 francs

[64] C.88 francs

[64] D.83 francs

[65] 题型.单选题

[65] 题干.

The confidence of empowered employees comes form _____.

[65] 正确答案.D

[65] 难易度.中

[65] 选项数.4

[65] A.

supervision

[65] B.

training

[65] C.

management support

[65] D.

Both B and C

[66] 题型.单选题

[66] 题干.He wanted to know ___ he could pay in cash or with traveler' s checks.

[66] 正确答案.D

[66] 难易度.中

[66] 选项数.4

[66] A.what

[66] B.how

[66] C.which

[66] D.whether

[67] 题型.单选题

[67] 题干.

So you have got altogether three _____ of luggage.

[67] 正确答案.D

[67] 难易度.中

[67] 选项数.4

[67] A.

kinds

[67] B.

pairs

[67] D.

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

[70] 正确答案.C

[70] 难易度.易

[70] 选项数.4

[70] A.

Excuse me. May I come in?

[70] B.

Hello, is anybody in? [70] C.

Morning, housekeeping. May I come in?

[70] D.

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

[71] 题型.单选题

[71] 题干.

Which service the hotel cannot provide for the guests?

[71] 正确答案.A

[71] 难易度.易

[71] 选项数.4

[71] A.

Cash deposit-and-withdraw service.

[71] B.

Wake-up call service

[71] C.

Laundry service

[71] D.

Extra bed service

[72] 题型.单选题

[72] 题干.

Front Office department and Housekeeping department are combined as___ Department?

[72] 正确答案.B

[72] 难易度.中

[72] 选项数.4

[72] A.

F&B

[72] B.

Room DFinance

[72] D.

Engineering

[73] 题型.单选题

[73] 题干.The tone of the passage can be described as

[73] 正确答案.A

[73] 难易度.中

[73] 选项数.4

[73] A.persuasive

[73] B.criticle

[73] C.humorous

[73] D.friendly

[74] 题型.单选题

[74] 题干.

“City Ledger” 的中文意思是（ ）。

[74] 正确答案.D

[74] 难易度.中

[74] 选项数.4

[74] A.

城市分账

[74] B.

城市市民

[74] C.

城市账户

[74] D.

城市挂账

[75] 题型.单选题

[75] 题干.

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

[75] 正确答案.B

[75] 难易度.中

[75] 选项数.4

[75] A.

Hello, welcome to our hotel!

[75] B.

This is reservations, may I help you?

[75] C.

Good morning, who are you?

[75] D.

Hello, Who is speaking?

[76] 题型.单选题

[76] 题干.When reserving the conference service for the guests, what kind of information should be recorded?

[76] 正确答案.D

[76] 难易度.中

[76] 选项数.4

[76] A. The number of attendee

[76] B. The required equipment

[76] C. The size of the conference room

[76] D. All of the above

[77] 题型.单选题

[77] 题干.Please decide who could say the sentence:Great!
But I wonder if you can ship the goods to the States.

[77] 正确答案.A

[77] 难易度.易

[77] 选项数.2

[77] A.Guest

[77] B.Shop assistant

[78] 题型.单选题

[78] 题干.

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

Concierge: _____

[78] 正确答案.A

[78] 难易度.中

- [78] 选项数.4
- [78] A. It's over there, next to the dining hall.
- [78] B. Okay, one moment please.
- [78] C. Turn right.
- [78] D. You can ask our front office staff.
-

- [79] 题型.单选题
- [79] 题干.The best title of this passage is
- [79] 正确答案.A
- [79] 难易度.中
- [79] 选项数.4
- [79] A. how to appreciate Chinese culinary Art
- [79] B. how to become a good cook
- [79] C. ways of Chinese cooking
- [79] D. I like Chinese culinary art
-

- [80] 题型.单选题
- [80] 题干.According to the author, those who presume that the only human problem is a communication problem ignore a basic fact of life, that is ,
- [80] 正确答案.D
- [80] 难易度.中
- [80] 选项数.4
- [80] A. different people may have different philosophical, political, or religious beliefs
- [80] B. fundamental differences in philosophical, political, or religious beliefs can lead to strong dislikes.
- [80] C. feelings of dislike can not be dissolved with the warmth of love and mutual understanding but can be

concealed by forms of etiquette

[80] D.All of the above

[81] 题型.单选题

[81] 题干.All the tickets are sold out because it' s the ___
Seasons for traveling.

[81] 正确答案.C

[81] 难易度.中

[81] 选项数.4

[81] A.slack

[81] B.winter

[81] C.busy

[81] D.hot

[82] 题型.单选题

[82] 题干.This place is very ___at night.

[82] 正确答案.C

[82] 难易度.中

[82] 选项数.4

[82] A.poem

[82] B.poetry

[82] C.poetic

[82] D.poet

[83] 题型.单选题

[83] 题干.When the hotel sales manager sells a meeting room
to a customer

[83] 正确答案.B

[83] 难易度.中

[83] 选项数.4

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

[84] 题型.单选题

[84] 题干.

Those employees are not afraid of losing job who_____

[84] 正确答案.D

[84] 难易度.中

[84] 选项数.4

[84] A.

never make wrong decisions

[84] B.

never make decisions

[84] C.

ask management for decisions

[84] D.

make decisions, no matter whether they are right or wrong

[85] 题型.单选题

[85] 题干.What is the purpose of a cancellation number?

[85] 正确答案.A

[85] 难易度.中

[85] 选项数.4

[85] A.to protect both the hotel and the guests form errors.

[85] B.to guarantee no-show charges to a credit card
account.

[85] C.to prevent an increase in cancellation requests.

[85] D.to challenge a no-show status on the reservation
record.

[86] 题型.单选题

[86] 题干.In the author' s opinion, any changes in manners
should be brought about_

[86] 正确答案.B

[86] 难易度.中

[86] 选项数.4

- [86] A.on a large scale, but not bit by bit
- [86] B.by social members collectively, not by individuals at their own will
- [86] C.with a general master plan, not in minute details
- [86] D.None of the above
-

- [87] 题型.单选题
- [87] 题干.What is the appropriate length for a table cloth flapping down the table edge in a typical western restaurant?
- [87] 正确答案.C
- [87] 难易度.中
- [87] 选项数.4
- [87] A.10-20cm
- [87] B.40-50cm
- [87] C.30-40cm
- [87] D.15-25cm
-

- [88] 题型.单选题
- [88] 题干.What is the purpose of the hotel reservation confirmation system?
- [88] 正确答案.D
- [88] 难易度.中
- [88] 选项数.4
- [88] A.To check personal information on guests.
- [88] B.To verify room requests.
- [88] C.To indicate the reservation status.
- [88] D.All of the above.
-

- [89] 题型.单选题
- [89] 题干.

The confidence of empowered employees comes form _____.

[89] 正确答案.D

[89] 难易度.易

[89] 选项数.4

[89] A.

supervision

[89] B.

training

[89] C.

management support

[89] D.

both B and C

[90] 题型.单选题

[90] 题干.Please decide who could say the sentence:Good afternoon. The shop is that fascinating.

[90] 正确答案.A

[90] 难易度.易

[90] 选项数.2

- [90] A.Guest
- [90] B.Shop assistant

-
- [91] 题型.单选题
 - [91] 题干.Successful training will help employees make decisions
 - [91] 正确答案.D
 - [91] 难易度.中
 - [91] 选项数.4
 - [91] A.stick to the parameters
 - [91] B.by asking for manager' s approval
 - [91] C.without seeking the manager' s approval
 - [91] D.stick to the parameters without seeking the manager' s approval

-
- [92] 题型.单选题
 - [92] 题干.The rental has been ___ from 100 yuan to 80
 - [92] 正确答案.A
 - [92] 难易度.中
 - [92] 选项数.4
 - [92] A.marked down
 - [92] B.cut down
 - [92] C.reduced off
 - [92] D.fallen down

-
- [93] 题型.单选题
 - [93] 题干.

Wake-up call service is usually provided by the ___ department.

[93] 正确答案.A

[93] 难易度.中

[93] 选项数.4

[93] A.

Guest Service Center

[93] B.

F&B

[93] C.

Finance

[93] D.

Engineering

[94] 题型.单选题

[94] 题干.Please decide who could say the sentence:Well, you can use credit card or pay RMB.

[94] 正确答案.B

[94] 难易度.易

[94] 选项数.2

[94] A.Guest

[94] B.Shop assistant

[95] 题型.单选题

[95] 题干.

The word “reservation” equals to () .

[95] 正确答案.C

[95] 难易度.中

[95] 选项数.4

[95] A.

check-out

[95] B.

investment

[95] C.

book

[95] D.

cancellation

[96] 题型.单选题

[96] 题干.

“City Ledger”的中文意思是（ ）

[96] 正确答案.D

[96] 难易度.中

[96] 选项数.4

[96] A.

城市分账

[96] B.

城市市民

[96] C.

城市账户

[96] D.

城市挂账

[97] 题型.单选题

[97] 题干.The main idea of paragraph 2 is that

[97] 正确答案.D

[97] 难易度.中

[97] 选项数.4

[97] A.many people need help, but nobody sees and gives

[97] B.the organizations must depend on voluntary help

[97] C.special help should be given to those who can't easily get help

[97] D.it is necessary to form organizations to give help to those who need it.

[98] 题型.单选题

[98] 题干.This hotel service booklet provides a lot of __.

[98] 正确答案.A

[98] 难易度.中

[98] 选项数.4

[98] A.information

[98] B.confirmation

- [98] C.informations
- [98] D.confirmations

[99] 题型.单选题

[99] 题干.Please decide who could say the sentence:Good afternoon, sir. Welcome to our shop. May I help you?

[99] 正确答案.B

[99] 难易度.易

[99] 选项数.2

[99] A.Guest

[99] B.Shop assistant

[100] 题型.单选题

[100] 题干.In a modern hotel of high-tech society, _____ is the most important.

[100] 正确答案.B

[100] 难易度.中

[100] 选项数.4

[100] A.computerization

[100] B.human contact

[100] C.the human response to the computer

[100] D.increased automation

[101] 题型.单选题

[101] 题干.

Which one is not the right answer to the question: 'How would you like the eggs done?'

- [101] 正确答案.B
[101] 难易度.中
[101] 选项数.4
[101] A.One boiled. Three minutes.
[101] B.Medium rate.
[101] C.Scrambled.
[101] D.Over easy.
-

- [102] 题型.单选题
[102] 题干.A type of food made by beating eggs and cooking them in a flat frying pan and may be folded around, it is called:
[102] 正确答案.C
[102] 难易度.中
[102] 选项数.4
[102] A.Ham.
[102] B.Cheese.
[102] C.Omelet.
[102] D.Jelly.
-

- [103] 题型.单选题
[103] 题干.Service industry occupied _____ of the US economy in the year 2000.
[103] 正确答案.B
[103] 难易度.中
[103] 选项数.4
[103] A.lower than 60%
[103] B.higher than 60%
[103] C.as much as 60%
[103] D.not mentioned.

[104] 题型.单选题

[104] 题干.

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.

[104] 正确答案.D

[104] 难易度.中

[104] 选项数.4

[104] A.

Room fees

[104] B.

Cash

[104] C.

Tips

[104] D.

Deposit

[105] 题型.单选题

[105] 题干.My family __spend his summer in Qingdao.

[105] 正确答案.D

[105] 难易度.中

[105] 选项数.4

[105] A.will go

[105] B.are going

[105] C.goes to

[105] D.is going to

[106] 题型.单选题

[106] 题干.He is model worker who often fulfills his tasks
__time.

[106] 正确答案.A

[106] 难易度.中

[106] 选项数.4

[106] A.ahead of

[106] B.in front of

[106] C.in advance

[106] D.behind

[107] 题型.单选题

[107] 题干.In Chinese cooking seasonings are used mainly for

[107] 正确答案.D

[107] 难易度.中

- [107] 选项数.4
 - [107] A.decoration
 - [107] B.shape
 - [107] C.taste
 - [107] D.symbolism
-

- [108] 题型.单选题
 - [108] 题干.Which of the following is NOT true?
 - [108] 正确答案.A
 - [108] 难易度.中
 - [108] 选项数.4
 - [108] A.the work of community service takes volunteers little time
 - [108] B.it is natural to for most people to help others
 - [108] C.voluntary help is needed in many places
 - [108] D.community service means a lot to those who need help
-

- [109] 题型.单选题
 - [109] 题干.Which one does not a conference service provide for the guest?
 - [109] 正确答案.C
 - [109] 难易度.中
 - [109] 选项数.4
 - [109] A. The catering service
 - [109] B. The facility service
 - [109] C. The booking service
 - [109] D. The room service
-

[110] 题型.单选题

[110] 题干.Judging from the passage, Chinese culinary art does not pay particular attention to

[110] 正确答案.D

[110] 难易度.中

[110] 选项数.4

[110] A.cutting technique and temperature control

[110] B.special preparation of ingredients

[110] C.the taste of dishes

[110] D.the nutrition of the food

[111] 题型.单选题

[111] 题干.

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

[111] 正确答案.C

[111] 难易度.中

[111] 选项数.4

[111] A.May I come in?

[111] B.Would you please sign the bill?

[111] C.Would you like Continental breakfast or American breakfast?

[111] D.Where could I place it?

[112] 题型.单选题

[112] 题干. The Jinjiang Tower is situated __2 minutes' walk from Huaihai Road ,the heart of the commercial district of

shanghai

[112] 正确答案.D

[112] 难易度.中

[112] 选项数.4

[112] A.in

[112] B.during

[112] C.until

[112] D.within

[113] 题型.单选题

[113] 题干.

How to express “七分熟” in English?

[113] 正确答案.C

[113] 难易度.中

[113] 选项数.4

[113] A.Well done

[113] B.medium

[113] C.medium well

[113] D.rare

[114] 题型.单选题

[114] 题干.Which sentence is from the customer reserving the conference service?

[114] 正确答案.C

[114] 难易度.中

[114] 选项数.4

[114] A. How many meeting rooms do you need?

- [114] B. What can I do for you, sir?
[114] C. We need a large hall for holding a convention.
[114] D. 3,000 yuan RMB for a large meeting room.
-

- [115] 题型.单选题
[115] 题干.

The following items are western style tableware except for:

- [115] 正确答案.D
[115] 难易度.中
[115] 选项数.4
[115] A.fork
[115] B.knife
[115] C.spoon
[115] D.chopstick
-

- [116] 题型.单选题
[116] 题干.From the passage, we learn that
[116] 正确答案.A
[116] 难易度.中
[116] 选项数.4
[116] A.most shops do not accept all kinds of credit cards
[116] B.although they are safe, most customers refuse to use them because they don't want to be the great losers
[116] C.credit cards will completely replace cash and checks in the near future
[116] D.those who do not have credit cards are considered without credit

[117] 题型.单选题

[117] 题干.which of the following is not a distinctive feature of Chinese cooking?

[117] 正确答案.B

[117] 难易度.中

[117] 选项数.4

[117] A.temperature control

[117] B.standardized recipe

[117] C.varied cooking techniques

[117] D.extensive selection of raw materials

[118] 题型.单选题

[118] 题干.Our Hotel is a first-rate hotel and is chosen __ for favorite place to stay by VIPs.

[118] 正确答案.C

[118] 难易度.中

[118] 选项数.4

[118] A.for

[118] B.to

[118] C.as

[118] D.to be

[119] 题型.单选题

[119] 题干.The narrator decided on water because

[119] 正确答案.D

[119] 难易度.中

[119] 选项数.4

[119] A.his doctor has forbidden him to drink wine

[119] B.he never drank wine for luncheon

[119] C.he did not care for French white wines

[119] D.he wished to have enough money to pay the bill

[120] 题型.单选题

[120] 题干.

Which department is responsible for recommending places to go sightseeing?

[120] 正确答案.C

[120] 难易度.中

[120] 选项数.4

[120] A.Sales and Marketing

[120] B.Housekeeping

[120] C. Front Office

[120] D.Public Relations

[121] 题型.单选题

[121] 题干.The author of this article is primary concerned with

[121] 正确答案.C

[121] 难易度.中

[121] 选项数.4

[121] A.the distinction between morals and manners

[121] B.the influence of etiquette over human relations

[121] C.the necessity of having a commonly accepted code of social behavior

[121] D.drawing an analogy between etiquette and language

[122] 题型.单选题

[122] 题干.

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

[122] 正确答案.A

[122] 难易度.中

[122] 选项数.4

[122] A.Would you send me a baby cot as soon as possible?

[122] B.Would you like ham or bacon with your eggs?

[122] C.would you prefer rolls or toast?

[122] D.How would you like your eggs?

[123] 题型.单选题

[123] 题干.The doctor has advised me __ too much wine.

[123] 正确答案.B

[123] 难易度.中

[123] 选项数.4

[123] A.to drink not

[123] B.not to drink

[123] C.don' t drink

[123] D.not drinking

[124] 题型.单选题

[124] 题干.

A : Would you show me your room

key, please ? B : _____ .

[124] 正确答案.C

[124] 难易度.易

[124] 选项数.4

[124] A.

Here we are

[124] B.

Here are you

[124] C.

Here you are

[124] D.

Here are we

[125] 题型.单选题

[125] 题干.Good cooking is regarded __an art in china.

[125] 正确答案.D

- [125] 难度度.中
 - [125] 选项数.4
 - [125] A.to be
 - [125] B.for
 - [125] C.like
 - [125] D.as
-

- [126] 题型.单选题
 - [126] 题干.Mr.Bellow ,since you stay at our hotel you ___
 - [126] 正确答案.D
 - [126] 难度度.中
 - [126] 选项数.4
 - [126] A.have to pay in cash
 - [126] B.don' t have to pay
 - [126] C.can not pay with credit card
 - [126] D.may sign the bill
-

- [127] 题型.单选题
 - [127] 题干.To get an incoming guest form the lobby to his room involves
 - [127] 正确答案.B
 - [127] 难度度.中
 - [127] 选项数.4
 - [127] A.the front office and the uniformed services
 - [127] B.the front office and the uniformed services and the housekeeping department
 - [127] C.several departments
 - [127] D.the housekeeping department only
-

[128] 题型.单选题

[128] 题干.If the British Queen ___ in china, she would become fond of eating the hairy crabs.

[128] 正确答案.D

[128] 难易度.中

[128] 选项数.4

[128] A.lives

[128] B.had lived

[128] C.is going to live

[128] D.should live

[129] 题型.单选题

[129] 题干.

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

[129] 正确答案.D

[129] 难易度.中

[129] 选项数.4

[129] A.May I have your room number?

[129] B.May I repeat your order, Sir?

[129] C.Room service is available 24 hours a day.

[129] D.Goodbye and have a nice trip home!

[130] 题型.单选题

[130] 题干.Those employees are not afraid of losing job who

[130] 正确答案.D

[130] 难易度.中

- [130] 选项数.4
- [130] A.never make wrong decisions
- [130] B.never make decisions
- [130] C.ask management for decisions
- [130] D.make decisions, no matter whether they are right or wrong
-

- [131] 题型.单选题
- [131] 题干.If you have a credit card, you can use it to pay for almost anything except
- [131] 正确答案.D
- [131] 难易度.中
- [131] 选项数.4
- [131] A.buying a car
- [131] B.taking a trip
- [131] C.eating in a restaurant
- [131] D.buying credit
-

- [132] 题型.单选题
- [132] 题干.The film is so ___ that I couldn't help crying .
- [132] 正确答案.A
- [132] 难易度.中
- [132] 选项数.4
- [132] A.moving
- [132] B.moved
- [132] C.move
- [132] D.to move
-

- [133] 题型.单选题
- [133] 题干.

The two main procedures of the receptionist are:

[133] 正确答案.A

[133] 难易度.中

[133] 选项数.4

[133] A.Helping guests with Check-in and check-out.

[133] B.Greet the guests and escorting guests to the room.

[133] C. Helping guests with Check-in and concierge services.

[133] D.Making reservations and responding to guests' requests.

[134] 题型.单选题

[134] 题干.

Hotels send out an updated confirmation when

[134] 正确答案.A

[134] 难易度.中

[134] 选项数.4

[134] A.a guest makes changes to a previous reservation

[134] B.a guest makes changes too close to the arrival date

[134] C.a cancellation is made

[134] D.All of the above.

[135] 题型.单选题

[135] 题干.The goal of providing empowered guest service is

[135] 正确答案.B

[135] 难易度.中

[135] 选项数.4

[135] A.to capture revenue for one night

[135] B.to assure repeat business

[135] C.to empower employees to make decisions

[135] D.to let employees gain more confidence

[136] 题型.单选题

[136] 题干.I don' t know how to use the apparatus. Can you give me some _____?

[136] 正确答案.B

[136] 难易度.易

[136] 选项数.4

[136] A.bad advice

[136] B. good advice

[136] C. bad exercise

[136] D.good exercise

[137] 题型.单选题

[137] 题干.Which is not the information should the hotel staff ask about the conference?

[137] 正确答案.D

[137] 难易度.中

[137] 选项数.4

- [137] A. Size of the conference
 - [137] B. The number and the type of the meetings room
 - [137] C. The dates and time of the meeting
 - [137] D. The price of the conference room
-

[138] 题型.单选题

[138] 题干.I __ as a manager since 1996.

[138] 正确答案.C

[138] 难易度.中

[138] 选项数.4

[138] A.have work

[138] B.worked

[138] C.have worked

[138] D.had worked

[139] 题型.单选题

[139] 题干.

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

[139] 正确答案.A

[139] 答案解析.

[139] 难易度.中

[139] 选项数.4

[139] A.

to hang my coat

[139] B.

to hanging my coat

[139] C.

hang my coat

[139] D.

hanging my coat

[140] 题型.单选题

[140] 题干.Which sentence is the language from the hotel staff?

[140] 正确答案.C

[140] 难易度.中

[140] 选项数.4

[140] A. May I know the terms of the facilities?

[140] B. We have 200 people to attend.

[140] C. I will check the details about the special requirement about the meeting.

[140] D. We have a multi-function hall that can hold 200 people.

[141] 题型.单选题

[141] 题干.Which one of the following sentences is the right expression of greeting guests in Room Service procedure?

[141] 正确答案.B

[141] 难易度.中

[141] 选项数.4

[141] A.Good morning, ××××Hotel, What can I do for you?

[141] B.Good morning. Room service, May I help you?

[141] C.Is that all, Sir/Madam?

[141] D.I' m the waiter from Room Service.

[142] 题型.单选题

[142] 题干.

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?

[142] 正确答案.D

[142] 难易度.中

[142] 选项数.4

[142] A.Tell the guest to ask someone else.

[142] B.Tell the guest you are not sure about it.

[142] C.Recommend a food application for the guests to find the place.

[142] D.Guide the guest to the concierge counter, and ask concierge staff to help the guest.

[143] 题型.单选题

[143] 题干.

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

[143] 正确答案.D

[143] 难易度.中

[143] 选项数.4

[143] 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.

[143] B.There is an extra charge of 15% for room service.

[143] C.You may dial 6, and then ask for Room Service.

[143] D.We' ll try but we cannot guarantee.

[144] 题型.单选题

[144] 题干.Every service offered in a hotel requires the efforts of

[144] 正确答案.C

[144] 难易度.中

[144] 选项数.4

[144] A.two departments

[144] B.more than two departments

[144] C.two or more departments

[144] D.more departments

[145] 题型.单选题

[145] 题干.Please decide who could say the sentence:Shall I wrap them up together or separately?

[145] 正确答案.B

[145] 难易度.易

[145] 选项数.2

[145] A.Guest

[145] B.Shop assistant

[146] 题型.单选题

[146] 题干.Which of the following is not true about the credit card companies, according to the passage?

[146] 正确答案.B

[146] 难易度.中

[146] 选项数.4

[146] A.The companies issue credit cards to their customers

[146] B.The companies make large profits from stores and restaurants.

[146] C.The companies pay stores for the goods and services.

[146] D.The companies sometimes have problems collecting overdue payments from bad customers.

[147] 题型.单选题

[147] 题干.When the manager came in ,all clerks stopped ___and the office became very quite.

[147] 正确答案.D

[147] 难易度.中

[147] 选项数.4

[147] A.talk

[147] B.to talk

[147] C.talks

[147] D.talking

[148] 题型.单选题

[148] 题干.

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

- [148] 正确答案.D
 - [148] 难易度.中
 - [148] 选项数.4
 - [148] A.Upselling
 - [148] B.DND
 - [148] C. OCC
 - [148] D. Overbooking
-

- [149] 题型.单选题
 - [149] 题干.Customer service of the future mainly depends on
 - [149] 正确答案.D
 - [149] 难易度.中
 - [149] 选项数.4
 - [149] A.hotel' s policy
 - [149] B.automation system
 - [149] C.quality control
 - [149] D.people
-

- [150] 题型.单选题
- [150] 题干.The author' s purpose in writing this passage is to explain
- [150] 正确答案.D
- [150] 难易度.中
- [150] 选项数.4
- [150] A.why it is necessary for us to help others
- [150] B.how to help others

[150] C.who most need help

[150] D.what community service is

[151] 题型.单选题

[151] 题干.

What are appropriate things to say to guests?

[151] 正确答案.C

[151] 难易度.中

[151] 选项数.4

[151] A. "Please wait for a moment." ; "Thank you for calling." and "Hey, how are you?"

[151] B. "I don' t know." ; "How you doing Sir?" and " It' s my pleasure."

[151] C. " This way, please." ; "Thank you for calling." and "May I help you?"

[151] D. "Yes?" ; "Hi, who are you?" and "Good morning Madam."

[152] 题型.单选题

[152] 题干.How many basic kinds of the conference types are there?

[152] 正确答案.D

[152] 难易度.中

[152] 选项数.4

[152] A. 1

[152] B. 2

[152] C.3

[152] D.7

[153] 题型.单选题

[153] 题干.A:I' m leaving tomorrow. B: _

[153] 正确答案.A

[153] 难易度.中

[153] 选项数.4

[153] A.Wish you a good trip and hope to see you again

[153] B.Ok .Let' s say goodbye

[153] C.Oh, why don' t you stay a little longer

[153] D.Did you enjoy your stay with us?

[154] 题型.单选题

[154] 题干.

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

[154] 正确答案.D

[154] 难易度.中

[154] 选项数.4

[154] A.

buying a apartment

[154] B.

taking a trip

[154] C.

drinking in a Cafe

[154] D.

buying credit

[155] 题型.单选题

[155] 题干.Should anything prove unsatisfactory the customer would

[155] 正确答案.B

[155] 难易度.中

[155] 选项数.4

[155] A.complain to the general manager

[155] B.hold the sales manager directly responsible

[155] C.hold the general manager responsible

[155] D.refuse to pay his bill

[157] 题型.填空题

[157] 题干.

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: _____ mada
m?

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.

[157] 难易度.易

[157] 选项数.1

[157] A.

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?

[158] 题型.填空题

[158] 题干.

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 valubles

19 polishing the guest's leather shoes

20 replacing worn- out carpets

[158] 难易度.易

[158] 选项数.1

[158] A.

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 cahier

19 room attendant 20 houseman

[159] 题型.填空题

[159] 题干.

Front Office department and Housekeeping department are combined as _____ Department.

[159] 难度度.中

[159] 选项数.1

[159] A.

Room Divisions; room divisions

[160] 题型.填空题

[160] 题干.

[chapter1assignment.docx](#)

[160] 难度度.易

[160] 选项数.1

[160] A.

123

[161] 题型.填空题

[161] 题干.

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.

[161] 难度.易

[161] 选项数.1

[161] A.W: ;would ;you ;like ;some ;wine ;with ;your ;dinner?W: ;well, ;I ;

'd ;like ;a ;Red ;California ;for ;the ;lamb ;chop ;and ;a ;Barsac ;f
or ;the ;seafood.W: ;may ;I ;open ;the ;bottle ;for ;you ;now ;?

[162] 题型.填空题

[162] 题干.

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.

—

—

[162] 难易度.易

[162] 选项数.1

[162] A.

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.

[163] 题型.填空题

[163] 题干.

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.

[163] 难易度.易

[163] 选项数.1

[163] A.

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

[164] 题型.填空题

[164] 题干.

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

[164] 难易度.易

[164] 选项数.1

[164] A.

- | | |
|---------------------|----------------------|
| 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 |

[165] 题型.填空题

[165] 题干.

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. ()

[165] 难易度.易

[165] 选项数.1

[165] A.

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

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

[166] 题型.填空题

[166] 题干.

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.

[166] 难易度.易

[166] 选项数.1

[166] A.

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.

[167] 题型.填空题

[167] 题干.

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: _____

[167] 难易度.易

[167] 选项数.1

[167] A.

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.

[168] 题型.填空题

[168] 题干.

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.

[168] 难易度.易

[168] 选项数.1

[168] A.

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.

[169] 题型.填空题

[169] 题干.

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.

[169] 难易度.易

[169] 选项数.1

[169] A.

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.

[170] 题型.填空题

[170] 题干.

请写出入住登记单“RC”单的英文全称

[170] 难易度.中

[170] 选项数.1

[170] A.

Registration Card; registration card

[171] 题型.填空题

[171] 题干.

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

[171] 难易度.易

[171] 选项数.1

[171] A.

- 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

[172] 题型.填空题

[172] 题干.

放松

[172] 难易度.易

[172] 选项数.1

[172] A.

unwind

[173] 题型.判断题

[173] 题干.Baby-sitting service is run by the Reception Desk.

[173] 正确答案.B

[173] 难易度.中

[173] 选项数.2

[173] A.正确

[173] B.错误

[174] 题型.判断题

[174] 题干.

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

[174] 正确答案.B

[174] 难易度.中

[174] 选项数.2

[174] A.正确

[174] B.错误

[175] 题型.判断题

[175] 题干.Front Office staff should do service for the guest with good managers.

[175] 正确答案.A

[175] 难易度.中

[175] 选项数.2

[175] A.正确

[175] B.错误

[176] 题型.判断题

[176] 题干.The operator who work at the switchboard doesn' t need a guest list.

[176] 正确答案.B

[176] 难易度.中

[176] 选项数.2

[176] A.正确

[176] B.错误

[177] 题型.判断题

[177] 题干.Hotel guests can charge RMB back into foreign currency at the cashier' s counter.

[177] 正确答案.B

[177] 难易度.中

[177] 选项数.2

[177] A.正确

[177] B.错误

[178] 题型.判断题

[178] 题干.Anthropologists know the reason why some of the foods are considered taboos.

[178] 正确答案.A

[178] 难易度.中

[178] 选项数.2

[178] A.正确

[178] B.错误

[179] 题型.判断题

[179] 题干.

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

[179] 正确答案.B

[179] 难易度.中

[179] 选项数.2

[179] A.正确

[179] B.错误

[180] 题型.判断题

[180] 题干.Generally speaking ,the houseman is in charge of the Housekeeping Dept.

[180] 正确答案.B

[180] 难易度.中

[180] 选项数.2

[180] A.正确

[180] B.错误

[181] 题型.判断题

[181] 题干.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.

[181] 正确答案.B

[181] 难度度.中

[181] 选项数.2

[181] A.正确

[181] B.错误

[182] 题型.判断题

[182] 题干.Champagne is a sparkling wine.

[182] 正确答案.A

[182] 难度度.中

[182] 选项数.2

[182] A.正确

[182] B.错误

[183] 题型.判断题

[183] 题干.

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

[183] 正确答案.A

[183] 难度度.中

[183] 选项数.2

[183] A.正确

[183] B.错误

[184] 题型.判断题

[184] 题干.

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

[184] 正确答案.B

[184] 难易度.中

[184] 选项数.2

[184] A.正确

[184] B.错误

[185] 题型.判断题

[185] 题干.A good chef is regarded as an artist.

[185] 正确答案.A

[185] 难易度.中

[185] 选项数.2

[185] A.正确

[185] B.错误

[186] 题型.判断题

[186] 题干.The purpose of offering first aid is to take care of the patient or injured till the arrival of medical assistance.

[186] 正确答案.A

[186] 难易度.中

[186] 选项数.2

[186] A.正确

[186] B.错误

[187] 题型.判断题

[187] 题干.Hotel guest are responsible for cash kept in their own rooms.

[187] 正确答案.A

[187] 难易度.中

[187] 选项数.2

[187] A.正确

[187] B.错误

[188] 题型.判断题

[188] 题干.Jet-lag usually happens after one takes a jet plane.

[188] 正确答案.B

[188] 难易度.中

[188] 选项数.2

[188] A.正确

[188] B.错误

[189] 题型.判断题

[189] 题干.

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

[189] 正确答案.A

[189] 难易度.中

[189] 选项数.2

[189] A.正确

[189] B.错误

[190] 题型.判断题

[190] 题干.

An airport hotel is a hotel which aims at convention service

[190] 正确答案.B

[190] 难易度.易

[190] 选项数.2

[190] A.正确

[190] B.错误

[191] 题型.判断题

[191] 题干.

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

[191] 正确答案.B

[191] 难易度.易

[191] 选项数.2

[191] A.正确

[191] B.错误

[192] 题型.判断题

[192] 题干.Chinese people always celebrate their birthday by eating noodles.

[192] 正确答案.A

[192] 难易度.中

[192] 选项数.2

[192] A.正确

[192] B.错误

[193] 题型.判断题

[193] 题干.

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

[193] 正确答案.B

[193] 难易度.中

[193] 选项数.2

[193] A.正确

[193] B.错误

[194] 题型.判断题

[194] 题干.The laundry department is of the same importance as the Housekeeping Dept.

[194] 正确答案.A

[194] 难易度.中

[194] 选项数.2

[194] A.正确

[194] B.错误

[195] 题型.判断题

[195] 题干.A cashier should help the client change money from RMB into foreign notes.

[195] 正确答案.B

[195] 难度度.中

[195] 选项数.2

[195] A.正确

[195] B.错误

[196] 题型.判断题

[196] 题干.Red wine is always served with the beef steak.

[196] 正确答案.A

[196] 难度度.中

[196] 选项数.2

[196] A.正确

[196] B.错误

[197] 题型.判断题

[197] 题干.

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

[197] 正确答案.A

[197] 难度度.中

[197] 选项数.2

[197] A.正确

[197] B.错误

[198] 题型.判断题

[198] 题干.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."

[198] 正确答案.B

[198] 难易度.中

[198] 选项数.2

[198] A.正确

[198] B.错误

[199] 题型.判断题

[199] 题干.When guests pay with credit cards, the cashier should always make a point of them.

[199] 正确答案.A

[199] 难易度.中

[199] 选项数.2

[199] A.正确

[199] B.错误

[200] 题型.判断题

[200] 题干.The bellman should get the baggage delivered as quickly as possible.

[200] 正确答案.A

[200] 难易度.中

[200] 选项数.2

[200] A.正确

[200] B.错误

[201] 题型.判断题

[201] 题干.Room service is not under the Housekeeping Dept.

[201] 正确答案.A

[201] 难易度.中

[201] 选项数.2

[201] A.正确

[201] B.错误

[202] 题型.判断题

[202] 题干.Never answer the ringing telephone on the night stand when you are cleaning the guestroom alone.

[202] 正确答案.A

[202] 难易度.中

[202] 选项数.2

[202] A.正确

[202] B.错误

[203] 题型.判断题

[203] 题干.

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

[203] 正确答案.B

[203] 难易度.易

[203] 选项数.2

[203] A.正确

[203] B.错误

[204] 题型.判断题

[204] 题干.

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

[204] 正确答案.A

[204] 难易度.中

[204] 选项数.2

[204] A.正确

[204] B.错误

[205] 题型.判断题

[205] 题干.Whenever guest arrive, the receptionist should let them check in as long as there is a room available.

[205] 正确答案.A

[205] 难易度.中

[205] 选项数.2

[205] A.正确

[205] B.错误

[206] 题型.简答题

[206] 题干.

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

[206] 正确答案.A

[206] 难易度.易

[206] 选项数.1

[207] 题型.简答题

[207] 题干.

1. What is a hotel?

[207] 正确答案.A

[207] 难易度.易

[207] 选项数.1

[207] A.

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.

[208] 题型.简答题

[208] 题干.

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

[208] 正确答案.A

[208] 难易度.易

[208] 选项数.1

[209] 题型.简答题

[209] 题干.

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？可能有人取消预订。
10. 您的预订已被确认。

[209] 正确答案.A

[209] 难易度.易

[209] 选项数.1

[209] A.

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.

[210] 题型.简答题

[210] 题干.

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

[210] 正确答案.A

[210] 难易度.易

[210] 选项数.1

[210] A.

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。

[211] 题型.简答题

[211] 题干.

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

[211] 正确答案.A

[211] 难易度.易

[211] 选项数.1

[211] A.

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。

[212] 题型.简答题

[212] 题干.

上传视频 0-6 分 17 秒的学习笔记

[212] 正确答案.A

[212] 难易度.易

[212] 选项数.1

[213] 题型.简答题

[213] 题干.

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.

[213] 正确答案.A

[213] 难易度.易

[213] 选项数.1

[214] 题型.简答题

[214] 题干.

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。

[214] 正确答案.A

[214] 难度度.易

[214] 选项数.1

[215] 题型.简答题

[215] 题干.

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)

[215] 正确答案.A

[215] 答案解析.

[215] 难易度.易

[215] 选项数.1

[215] A.

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 attendant 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

[216] 题型.简答题

[216] 题干.

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。)

[216] 正确答案.A

[216] 答案解析.

[216] 难易度.易

[216] 选项数.1

[216] A.

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

[217] 题型.简答题

[217] 题干.

[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

[217] 正确答案.A

[217] 难易度.易

[217] 选项数.1

[218] 题型.简答题

[218] 题干.

What are the necessary qualities for a hotel staff?

[218] 正确答案.A

[218] 难易度.易

[218] 选项数.1

[219] 题型.简答题

[219] 题干.

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。

[219] 正确答案.A

[219] 难易度.易

[219] 选项数.1

[219] A.

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.

[220] 题型.简答题

[220] 题干.

How are hotels generally classified?

[220] 正确答案.A

[220] 难易度.易

[220] 选项数.1

[220] A.

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

[221] 题型.简答题

[221] 题干.

What are the necessary qualities for hotel staff?

[221] 正确答案.A

[221] 难易度.易

[221] 选项数.1

[221] A.

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

Neat and smart appearance

Courteous attitude

Efficient working ability

Team-work spirit

[222] 题型.简答题

[222] 题干.

至少写出五句你认为前厅服务最重要最常用的句子

[222] 正确答案.A

[222] 难易度.易

[222] 选项数.1

[223] 题型.简答题

[223] 题干.

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?

[223] 正确答案.A

[223] 难易度.易

[223] 选项数.1

[224] 题型.简答题

[224] 题干.

上传上述视频的笔记

[224] 正确答案.A

[224] 难易度.易

[224] 选项数.1

[225] 题型.简答题

[225] 题干.

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。

[225] 正确答案.A

[225] 难易度.易

[225] 选项数.1

[226] 题型.简答题

[226] 题干.

认真观看视频，记录重点，上传笔记，朗读句型并上传。

[226] 正确答案.A

[226] 难易度.易

[226] 选项数.1

[227] 题型.简答题

[227] 题干.

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.

[227] 正确答案.A

[227] 难易度.易

[227] 选项数.1

[228] 题型.简答题

[228] 题干.

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?

[228] 正确答案.A

[228] 难易度.易

[228] 选项数.1

[229] 题型.简答题

[229] 题干.

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。

[229] 正确答案.A

[229] 难易度.易

[229] 选项数.1

[230] 题型.简答题

[230] 题干.

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.

[230] 正确答案.A

[230] 难易度.易

[230] 选项数.1

[231] 题型.简答题

[231] 题干.

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

[231] 正确答案.A

[231] 难易度.易

[231] 选项数.1

[231] A.

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。

[232] 题型.简答题

[232] 题干.

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

[232] 正确答案.A

[232] 难易度.易

[232] 选项数.1

[233] 题型.简答题

[233] 题干.

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

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

[233] 正确答案.A

[233] 难易度.中

[233] 选项数.1

[233] A.

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

[234] 题型.简答题

[234] 题干.

What is a hotel?

[234] 正确答案.A

[234] 难易度.易

[234] 选项数.1

[234] A.

Please upload your recording.

[235] 题型.简答题

[235] 题干.

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.?

[235] 正确答案.A

[235] 难易度.易

[235] 选项数.1

[235] A.

76.A check-out room is a room being vacated at the end of the guest's day. 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.

[236] 题型.简答题

[236] 题干.

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。

[236] 正确答案.A

[236] 难易度.易

[236] 选项数.1

[236] A.

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.

[237] 题型.简答题

[237] 题干.

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

[237] 正确答案.A

[237] 难易度.易

[237] 选项数.1

[237] A.

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

[238] 题型.简答题

[238] 题干.

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！

[238] 正确答案.A

[238] 难度度.中

[238] 选项数.1

[239] 题型.简答题

[239] 题干.

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.

1.What' s the definition of the hotel?

2.What does "establishment" mean in the first sentence?

[239] 正确答案.A

[239] 难度度.易

[239] 选项数.1

[240] 题型.简答题

[240] 题干.

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

[240] 正确答案.A

[240] 难易度.易

[240] 选项数.1

[240] A.

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。

[241] 题型.简答题

[241] 题干.

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

[241] 正确答案.A

[241] 难易度.中

[241] 选项数.1

[242] 题型.简答题

[242] 题干.

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。

[242] 正确答案.A

[242] 难易度.易

[242] 选项数.1

[243] 题型.简答题

[243] 题干.

Define housekeeping and explain the various types of housekeeping.

[243] 正确答案.A

[243] 难易度.中

[243] 选项数.1

[244] 题型.简答题

[244] 题干.

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

[244] 正确答案.A

[244] 难易度.易

[244] 选项数.1

[245] 题型.简答题

[245] 题干.

What are the five major divisions in a hotel?

[245] 正确答案.A

[245] 难易度.易

[245] 选项数.1

[245] A.

Room division, Food&Beverage Divison, Sales&Marketing Divison, Accounting Divison, Maintenance divisoin

[246] 题型.简答题

[246] 题干.

(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.

[246] 正确答案.A

[246] 难易度.易

[246] 选项数.1

[247] 题型.简答题

[247] 题干.

请仔细浏览 PPT，并语音回答下面问题：

What are the differences between room service and food delivery?

[Room_Service.ppt](#)

[247] 正确答案.A

[247] 难易度.难

[247] 选项数.1

[248] 题型.简答题

[248] 题干.

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。

[248] 正确答案.A

[248] 难易度.易

[248] 选项数.1

[248] A.

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.

[249] 题型.简答题

[249] 题干.

上传 3.1 的笔记

[249] 正确答案.A

[249] 难易度.易

[249] 选项数.1

[250] 题型.简答题

[250] 题干.

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 as

ked 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

[250] 正确答案.A

[250] 难易度.易

[250] 选项数.1

[250] A.

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。

[251] 题型.简答题

[251] 题干.

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

[251] 正确答案.A

[251] 难易度.易

[251] 选项数.1

[251] A.

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。

[252] 题型.简答题

[252] 题干.

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。

[252] 正确答案.A

[252] 难易度.易

[252] 选项数.1

[253] 题型.简答题

[253] 题干.

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

[253] 正确答案.A

[253] 难易度.易

[253] 选项数.1

[253] A.

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。

[254] 题型.简答题

[254] 题干.

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

[254] 正确答案.A

[254] 难易度.易

[254] 选项数.1

[255] 题型.简答题

[255] 题干.

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

[255] 正确答案.A

[255] 难易度.中

[255] 选项数.1

[256] 题型.简答题

[256] 题干.

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。

[256] 正确答案.A

[256] 难易度.易

[256] 选项数.1

[257] 题型.简答题

[257] 题干.

[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。

[257] 正确答案.A

[257] 难易度.易

[257] 选项数.1

[258] 题型.简答题

[258] 题干.

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

[258] 正确答案.A

[258] 难易度.易

[258] 选项数.1

[259] 题型.简答题

[259] 题干.

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。

[259] 正确答案.A

[259] 难易度.易

[259] 选项数.1

[260] 题型.简答题

[260] 题干.

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.

- 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?

[260] 正确答案.A

[260] 难易度.易

[260] 选项数.1

[261] 题型.简答题

[261] 题干.

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 outsiders 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。

[261] 正确答案.A

[261] 难易度.易

[261] 选项数.1

[262] 题型.简答题

[262] 题干.

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）

[262] 正确答案.A

[262] 难易度.易

[262] 选项数.1

[263] 题型.简答题

[263] 题干.

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.

[263] 正确答案.A

[263] 难易度.易

[263] 选项数.1

[263] A.

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。

[264] 题型.简答题

[264] 题干.

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

[264] 正确答案.A

[264] 难易度.易

[264] 选项数.1

[265] 题型.简答题

[265] 题干.

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

[265] 正确答案.A

[265] 难易度.易

[265] 选项数.1

[266] 题型.简答题

[266] 题干.

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?

[266] 正确答案.A

[266] 难易度.易

[266] 选项数.1

[266] A.

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.

[267] 题型.简答题

[267] 题干.

请上传 4.1 和 4.2 的学习笔记

[267] 正确答案.A

[267] 难度度.易

[267] 选项数.1

[268] 题型.简答题

[268] 题干.

1、 what is a hotel?

[268] 正确答案.A

[268] 难度度.易

[268] 选项数.1

[269] 题型.简答题

[269] 题干.

How are hotels generally classified?

[269] 正确答案.A

[269] 难度度.易

[269] 选项数.1

[269] A.

Please upload your recording.

[270] 题型.名词解释

[270] 题干.

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

[270] 正确答案.A

[270] 难易度.易

[270] 选项数.1

[270] A.

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

[271] 题型.名词解释

[271] 题干.

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

[271] 正确答案.A

[271] 难易度.易

[271] 选项数.1

[271] A.

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

[272] 题型.名词解释

[272] 题干.

请写出入住登记单“RC”单的英文全称

[272] 正确答案.A

[272] 难易度.中

[272] 选项数.1

[272] A.

Registration Card

[273] 题型.其它

[273] 题干.

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。

[273] 正确答案.A

[273] 难易度.中

[273] 选项数.1

[274] 题型.其它

[274] 题干.

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。

[274] 正确答案.A

[274] 答案解析.

[274] 难易度.易

[274] 选项数.1

[274] A.

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

[275] 题型.分录题

[275] 题干.

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

[275] 难易度.易

[275] 选项数.1

[275] A.

1, 2, 3, 4, 5

[276] 题型.分录题

[276] 题干.

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.

[276] 难易度.易

[276] 选项数.1

[276] A.

1, 4, 6

[277] 题型.分录题

[277] 题干.

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.

[277] 难易度.易

[277] 选项数.6

[277] A.

Guest A: commercial hotel

[277] B.

Guest B Guest C: bed-and-breakfast inn

[277] D.

Guest D: Guest E:

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? ()

[278] 答案解析.

[278] 难易度.易

[278] 选项数.1

[278] A.

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

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

[279] 题型.资料题

[279] 题干.

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.

_____ I 'd like to have a Chinese liquor, what do you have? ()

_____ oh, it's good. Do people here drink a lot of liquors? ()

_____ yes, we also have Wuliangye, Xifeng and so on. ()

_____ some people in the north do. I think it has something to do with the climate.()

_____ what can I do for you, sir?()

_____ ok ,a glass of it please.()

_____ I see, any other famous liquors besides Maotai?()

_____ what about Maotai? It's one of the most famous Chinese liquors. It never goes to the head.()

_____ here you are. ()

[279] 难易度.易

[279] 选项数.0

[280] 题型.资料题

[280] 题干.

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?()

[280] 难易度.易

[280] 选项数.1

[280] A.

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

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

[281] 题型.资料题

[281] 题干.

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 send 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.()

[281] 难易度.易

[281] 选项数.1

[281] A.

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

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

[282] 题型.连线题

[282] 题干.

Match the definitions on the left with the terms on the right.

[282] 难易度.中

[282] 选项数.2

[282] A.

a place that provides lodging and food for travelers

[282] B.

a location used for entertainment and recreation

[282] C.

a hotel especially built near the airport

[282] D.

a hotel which aims at convention service

[282] E.

a hotel for people who don't want to own their homes

and hire accommodations 尘称为

[282] G.

hotel

[283] 题型.连线题

[283] 题干.

Dialogue

Waiter (W): 1 _____.

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.2
_____ .

G1: Oh, medium, please.

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

G2: Yes, I'd like a soup.

W: 3 _____ 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: 4_____.

G1: OK, yes

W: 5_____.

G1: Yes, we will have Red California.

[283] 难易度.中

[283] 选项数.2

[283] A.

1

[283] B.

2

[283] C.

3

[283] D.

4

[283] E.

5

[283] G.

May I *Dialogue*

Host(H): Good afternoon, Beauty Restaurant! What can I do for you?

Guest(G): Good afternoon. 1 _____.

H: OK, 2 _____.

G: Private room

H: Miss, 3 _____, but we can give a table at 8:00 p.m.

G: Thank you, 4 _____.

H: I am sorry, Miss.

G: It doesn't matter.

H: Anyway, 5 _____ . Goodbye.

[284] 难易度.中

[284] 选项数.2

[284] A.

1

[284] B.

2

[284] C.

3

[284] D.

4

[284] E.

5

[284] G.

I am so sorry that private rooms are fully booked at 7:00 p.尘称为

[285] 题型.连线题

[285] 题干.

Match the guest's requests with the waiter/waitress's responses.

[285] 难易度.易

[285] 选项数.2

[285] A.

I will take the Beggar's Chicken

[285] B.

Look there,, that's chicken. I ordered crab, the Steamed Chinese Hairy Crab.<尘
称为

[285] C.

Is there a floor show tonight?

[285] D.

A bottle of Shaoshan Wine, please.

[285] E.

Do you have a table for 4?

[285] G.

I am sorry, sir, but we are not allowed to serve drinks before 12 midday. would you like me to bring 尘称为

[286] 题型.连线题

[286] 题干.

Please find the correct translation between Column A & B and match them.

[286] 难易度.中

[286] 选项数.2

[286] A.

外币兑换

[286] B.

个人账户

[286] C.

入账

[286] D.

门市价

[286] E.

转（账）

[286] G.

Transfer

[287] 题型.连线题

[287] 题干.

Translation Matching

[287] 难易度.中

[287] 选项数.2

[287] A.

欢迎光临我们的康乐中心。

[287] B.

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。

[287] C.

我们有一个漂亮的雅座包间。请这边走。

[287] D.

我们还有一个不错的桑拿浴室，免费提供毛巾和浴皂。

[287] E.

除此之外，我们顶楼拥有一个室内游泳池。

[287] G.

In addition, there is an indoor swimming pool on the top of our hotel.

Food poisoning sometimes may take place in a hotel. I would deal with the emergency in this way. First, I should ___1_____ and _____2_____. Then,

I would call in a doctor and _____ 3 _____. If the medicine does not help, I would _____ 4 _____.

[288] 难易度.中

[288] 选项数.2

[288] A.

1

[288] B.

2

[288] C.

3

[288] D.

4

[288] E.

look into the situation

[288] G.

keep calm

[289] 题型.连线题

[289] 题干.

Match the terms in column A with the respective definitions in column B.

[289] 难易度.易

[289] 选项数.2

[289] A.

to bake

[289] B.

to boil

[289] C.

to fry

[289] D.

to grill

[289] E.

to poach

[289] G.

to sauté

[290] 题型.连线题

[290] 题干.

Match the guests' requests with the concierge's responses.

[290] 难易度.易

[290] 选项数.2

[290] A.

Could I get a copy of China Daily here?

[290] B.

I have to call someone in your city, but I can't remember the number. Can you help me?

[290] C.

What's the minimum taxi fare here?

[290] D.

I'd like some tickets to Xi'an tomorrow.

[290] E.

When do the shops close around here

[290] G.

Do you have any details about the floor show this evening

[291] 题型.连线题

[291] 题干.

A. Match the definitions on the left with the terms on the right.

[291] 难易度.易

[291] 选项数.2

[291] A.

a place that provides lodging and food for travelers

[291] B.

a location used for entertainment and recreation

[291] C.

a hotel especially built for traveling motorists

[291] D.

a hotel which aims at convention service

[291] E.

a hotel for people who don't want to own their homes

<="" br=""> [291] G.

guesthouse

[292] 题型.连线题

[292] 题干.

Conversation 1:

A: Waiter, I've broken the ____1____. I'm sorry.

B: Never mind. Sir, you've injured your __2_____.

A: It's only a small cut.

B: Take it easy. I'll ____3_____ for you.

Conversation 2:

A: My _____4_____ was missing. How can that happen in a 5-star hotel?

B: I'm sorry to hear that. Would you mind telling me what happened?

A: I put it _____5_____. But now I can't find it.

B: Did you go anywhere else?

A: Yes, I went to the _____6_____.

B: Don't worry. _____7_____.

[292] 难易度.中

[292] 选项数.2

[292] A.

[292] B.

2

[292] C.

3

[292] D.

4

[292] E.

5

[292] G.

7

[293] 题型.连线题

[293] 题干.

Match the guests' requests with the reservationist's responses.

[293] 难易度.易

[293] 选项数.2

[293] A.

I'd like to reserve a room for my family, including my wife and two children aging eight and ten.

[293] B.

I've come to book a room for Mr. Richard Harrison, the pop singer. Nothing but the best 尘称为

[293] C.

Mr. and Mrs. Anderson want to reserve a room for their daughter to hold a birthday party – about 30 guests are coming.

[293] D.

I am coming to your city this summer with my colleague and I'd like 尘称为

[293] E.

I am organizing this year's meeting of our association, and we have 尘称为

[293] G.

For that kind of occasion it would be best to use our penthouse suite. It is extreme 尘称为

[294] 题型.连线题

[294] 题干.

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

[294] 难易度.易

[294] 选项数.2

[294] A.

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

[294] B.

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

[294] C.

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

[294] D.

Guest D: I'm arranging the Annual Conference of American Hoteliers.

[294] E.

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

[294] G.

resident hotel

[295] 题型.连线题

[295] 题干.

Match the guests' requests with the reservationist's responses.

Guest:

Can I go up to the room now?

Can I check in now?

Can I get a snack before I go up to the room?

Can you fill in the registration form for me? I have to make a phone call.

Can I get an early breakfast? I've to catch a plane at 6tomorrow morning.

[295] 难易度.易

[295] 选项数.2

[295] A.

Certainly, if you'd like to give me your passport,

[295] B.

Yes. If you'd like to fill in this card,

[295] C.

Yes, indeed. If you would like to go to the coffee shop,

[295] D.

he'll take you up.

[296] 题型.排序题

[296] 题干.

Give the right order of doing the chamber service.

[296] 正确答案.BECAD

[296] 难易度.中

[296] 选项数.5

[296] A.

Vacuum the floor, and check the room status to ensure that all the housekeeping works have been done well

[296] B.

Press the doorbell or knock at the door three times and say "housekeeping", and greet the guest with "good morning 尘称为

[296] C.

Turn to the bathroom, collecting the untidy towels, cleaning the bathroom and replenishing the suppliers.

[296] D.

Bid goodbye to the guest before leaving.

[296] E.

Open the window to let the fresh a 尘称为

[297] 题型.排序题

[297] 题干.

80. Please sort the following Room Service procedures into the correct order.

[297] 正确答案.DBCEGAF

[297] 难易度.中

[297] 选项数.7

[297] A.

A. Spread the food and ask the guest to sign the bill;

[297] B.

B. Get the information from the guest: name and room number, what the guest wants, special requests;

[297] C.

C. Repeat and confirm the order;

[297] D.

D. Greet the guests'

[297] E.

E. Tell the guest how long the guest has to wait;

[297] G.

G.Deliver the food to the guest' s room.

[298] 题型.排序题

[298] 题干.

Conversation 1:

A: Waiter, I've broken the ____1____. I'm sorry.

B: Never mind. Sir, you've injured your __2_____.

A: It's only a small cut.

B: Take it easy. I'll ____3_____ for you.

Conversation 2:

A: My _____4_____ was missing. How can that happen in a 5-star hotel?

B: I'm sorry to hear that. Would you mind telling me what happened?

A: I put it _____5_____. But now I can't find it.

B: Did you go anywhere else?

A: Yes, I went to the _____6_____.

B: Don't worry. _____7_____.

[298] 正确答案.DAECGBF

[298] 难易度.中

[298] 选项数.7

[298] A.

hand

[298] B.

fitness center

[298] C.

necklace

[298] D.

plate

[298] E.

call in a doctor

[298] G.

on

[299] 题型.完型填空

[299] 题干.

Host(H): Good afternoon, Big Tree Restaurant! 1 .

Guest(G): Good afternoon. I'd like to book a table for tonight.

H: Sure, miss. 2 .

G: 6:30 in the evening.

H: How many people, please?

G: Five.

H: 3 .

G: Just book it under my name-Miss Shirly.

H: Ok, Miss Shirly. 4 .

G: Could you prepare a child seat for us?

H: Sure. 5 . It's Miss Shirly, a table for five persons at 6:30 p.m. tonight, a child seat.

G: That's right. Thank you!

H: My pleasure. Thanks for calling us. Look forward to your coming tonight!

[299] 答案解析.

[299] 难易度.中

[299] 选项数.5

[300] 题型.完型填空

[300] 题干.

Laundry Service

Laundry service in a hotel mainly refers to the cleanness of the guest's personal laundry. According to the length of time needed, it usually falls into two types: regular service and 1. Undoubtedly, good laundry service is very important aspect of a hotel, and it makes the guest feel at home. There is a 2 to follow. First of all, according to the guest's need, send a valet to the guestroom to 3 the laundry. After greeting the guest, the valet should collect the laundry and check the 4, including pieces of laundry, ways of cleaning, special requests, room number and 5 on the list. When the guest's laundry has been cleaned, it should be sent back to the guest in time.

[300] 难易度.中

[300] 选项数.5

[301] 题型.口语题

[301] 题干.

请根据以下情境录制一段送餐服务的对话。

Miss Liu wants to have breakfast in her room 1878. Her order is a cup of coffee with sugar, one fried egg, one sandwich and a glass of chilled apple juice. About 10 minutes later, the waiter sends the breakfast.

[301] 正确答案.A

[301] 难易度.难

[301] 选项数.1

[302] 题型.口语题

[302] 题干.

Please list the details of conference service reservation information. 列完后请用语音阐述一遍。

[302] 正确答案.A

[302] 难易度.中

[302] 选项数.1

[303] 题型.口语题

[303] 题干.

请参考以下客房部的复习音频，并结合听课笔记，根据音频下方给出的情境，写出情境模拟，并用语音阐述一遍。请一定记得交文字稿的同时一并提交语音，否则影响测试成绩！

Mr. Brown wants to have express laundry service because he's going to a party in the evening. He'd like his sweater to be washed by hand in cold water with soft soap. The valet tells Mr. Brown the sweater will be delivered back within 4 hours. The laundry charges 50% extra for express service.

[303] 正确答案.A

[303] 难易度.中

[303] 选项数.1

[304] 题型.口语题

[304] 题干.

01 What facilities does a multi-functional hall usually have?

02 Would you please list the different types of meeting as mentioned in the video?

[304] 正确答案.A

[304] 难易度.中

[304] 选项数.1

[305] 题型.口语题

[305] 题干.

Please watch the video and get familiar with the useful expressions. And then try to tell me the check in procedures in English. You can send voice message or upload your recording.

[2 Welcome to Transnational Hotel.mp4](#)

[305] 正确答案.A

[305] 难易度.易

[305] 选项数.1

[305] A.

Your voice message or recording to the question please.

[306] 题型.口语题

[306] 题干.

How many parts does a La Carte service usually have? could you list them according to the serving order?请用文字（可以是照片）上传，并用英语语音阐述一遍。

[306] 正确答案.A

[306] 难易度.中

[306] 选项数.1

[307] 题型.口语题

[307] 题干.

请认真学习本视频，并把对话抄下来，请上传笔记并用语音复述本情境对话。

[Concierge 英文字幕版.mp4](#)

[307] 正确答案.A

[307] 难易度.中

[307] 选项数.1

[308] 题型.口语题

[308] 题干.

请各位同学根据老师在群里发的三个前厅场景的对话音频，选择一个场景，作为酒店员工完成相对应的音频作业。

[308] 正确答案.A

[308] 难易度.中

[308] 选项数.1

[309] 题型.口语题

[309] 题干.

请回答以下 2 个问题，文字解答可以用笔记拍照代替，也可以文字表述。

1.How to deal with emergencies in a hotel?What are the four principles?What are the key points to handle emergencies?请注意此题有 3 个小问题，请分别用语音表达。

2.How to deal with fire? How to deal with food poisoning emergency?请选择 1 个来阐述，请用语音表达。

[309] 正确答案.A

[309] 难易度.中

[309] 选项数.1

[310] 题型.口语题

[310] 题干.

1、请上传本课的听课笔记，部分不认识的单词或短语，在笔记上要有查询中文意思的痕迹。

2、请用语音把如何处理投诉的流程和注意事项复述一遍，如有困难请再回看一次讲课视频。

(可以根据处理投诉的流程，分成好几段语音来阐述。)

[310] 正确答案.A

[310] 难易度.难

[310] 选项数.1

[311] 题型.口语题

[311] 题干.

以下有三种投诉处理情形（2 段视频和 1 张图片），请选择其中一种情形，用英文文字和语音的形式，表达投诉处理的完整流程，要求对话得体，处理流程专业。

[情定大饭店_04_20191022125520 截取视频.mp4](#)

[情定大饭店_08_20191022131248 截取视频.mp4](#)

[311] 正确答案.A

[311] 难易度.易

[311] 选项数.1

[312] 题型.口语题

[312] 题干.

请上传 Western Style Banquet Service 的听课笔记，并用英语语音简要介绍本学习视频所介绍的内容

[312] 正确答案.A

[312] 难易度.中

[312] 选项数.1

[313] 题型.口语题

[313] 题干.

[313] 正确答案.A

[313] 难易度.易

[313] 选项数.1

[314] 题型.口语题

[314] 题干.

How to provide room service? What is the order of service procedures?请用文字表达(可上传照片)，并用语音阐述。

Please listen to the following conversations and try to understand them.

[314] 正确答案.A

[314] 难易度.中

[314] 选项数.1

[315] 题型.口语题

[315] 题干.

请各位同学根据老师在群里发的三个前厅场景的对话音频，选择一个场景，作为酒店员工完成相对应的音频作业。

(请在第一句话先说明你选的是第几个场景)

[315] 正确答案.A

[315] 难易度.易

[315] 选项数.1

[316] 题型.口语题

[316] 题干.

How to do the turndown service?

请以文字表达（可以提交笔记照片），并用语音阐述

[316] 正确答案.A

[316] 难易度.中

[316] 选项数.1

[317] 题型.口语题

[317] 题干.

[4.1 a Telephone Phrases.mov](#)

[4.2a Telephone Useful expression.mov](#)

[ASY 英文字幕.mov](#)

Please watch the three videos and make a dialgue on reserving a table in a certain situation.(场景自拟)。请写好纸质版，上传纸质版对话，然后用语音发送对话。

[317] 正确答案.A

[317] 难易度.难

[317] 选项数.1

[318] 题型.口语题

[318] 题干.

请同学们学习 Food and Beverage Service 中的第一节：4.1 How to Take a Dinner Reservation,学习期间请做好笔记，视频虽短，信息量很大，要求大家反复听闻。

掌握后请上传笔记!!! 请上传听课笔记!!! 学有余力的同学, 鼓励用语音答题一遍。

[318] 正确答案.A

[318] 难易度.中

[318] 选项数.1

[319] 题型.口语题

[319] 题干.

请把本视频中的字母全部写下来, 拍照上传, 并用语音朗读一遍对话。

[7.2 客房送餐对话 英文字幕版.mp4](#)

[319] 正确答案.A

[319] 难易度.易

[319] 选项数.1

[320] 题型.口语题

[320] 题干.

认真观看 5.1.2 [How to Receive Guests in Shopping Center](#) 的学习视频, 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。(关键内容: 1) What to be sold? 2) How to receive shoppers?)

另请复习本章节内容, 并完成单元检测题。新单词请做好笔记并查阅了知意思。

[320] 正确答案.A

[320] 难易度.中

[320] 选项数.1

[321] 题型.口语题

[321] 题干.

请参考以下前厅部的复习音频，并参考听课笔记，根据下面的情境，写一个情景对话，拍照上传，并用语音表达。请一定记得用语音表达，否则影响测试成绩！

Oral Test:

A teacher and would like to book 10 double rooms and 5 single rooms for students from August 2nd to 6th. Please role-play as the teacher and the reservationist.

[321] 正确答案.A

[321] 难易度.中

[321] 选项数.1

[322] 题型.口语题

[322] 题干.

What is a hotel?

[322] 正确答案.A

[322] 难易度.中

[322] 选项数.1

[322] A.

Please upload your recording.

[323] 题型.口语题

[323] 题干.

1.

请观看视频并做好笔记，完成后上传笔记图片或文字上传；

2.

3.

请写一篇简短的观后感，拍照上传并语音阐述你的感想。

4.

[The Lockdown One Month in Wuhan.mp4](#)

[323] 正确答案.A

[323] 难易度.难

[323] 选项数.1

[324] 题型.口语题

[324] 题干.

what is a hotel? what can a hotel offer? Express your idea in english

[324] 正确答案.A

[324] 难易度.易

[324] 选项数.1

[325] 题型.口语题

[325] 题干.

请上传 4.2 How to Serve Westren Food 的 2 个视频的学习笔记，请选择定其中一个内容用英语语音进行阐述。（请上传 2 个视频的听课笔记，并用英语语音简要阐述其中的一个内容）

[325] 正确答案.A

[325] 难易度.难

[325] 选项数.1

[326] 题型.口语题

[326] 题干.

What are the duties and responsibilities of a Public Area Supervisor?

[326] 正确答案.A

[326] 难易度.中

[326] 选项数.1

[327] 题型.口语题

[327] 题干.

How to do make up the guestroom?

请上传文字（可以拍照图片），并且用语音阐述一遍。

[327] 正确答案.A

[327] 难易度.中

[327] 选项数.1

[328] 题型.口语题

[328] 题干.

请上传听课笔记，并用语音表述对以下问题的解答！语音表述哦！

1.

What is emergency?

2.

3.

What are the possible emergencies in a hotel?

4.

[328] 正确答案.A

[328] 难易度.中

[328] 选项数.1

[329] 题型.口语题

[329] 题干.

请参考以下餐饮部的复习音频，并结合听课笔记，针对音频下方给出的情境，进行情境模拟。请写出对话，拍照上传或文字表达，然后用语音表述一遍。请一定记得用语音表述一遍，否则会影响测试成绩！

Mr. Smith wants to have a breakfast in his room 605.He places a call to Room Service to make an order. His order is a glass of apple juice, two boiled eggs, some sandwiches and a cup of tea. 15 minutes later, the waiter sends the breakfast to Mr, White's room.

[329] 正确答案.A

[329] 难易度.中

[329] 选项数.1

[330] 题型.口语题

[330] 题干.

What are the confrence reservation procedures?请文字说明或拍照上传，并用语音阐述一遍。

[330] 正确答案.A

[330] 难易度.中

[330] 选项数.1

[331] 题型.口语题

[331] 题干.

How are hotels generally classified?

[331] 正确答案.A

[331] 难易度.中

[331] 选项数.1

[331] A.

Please upload your recording.

[332] 题型.口语题

[332] 题干.

[Handling Complaints .pptx](#)

请认真学习本课件，并做好学习笔记，上传学习笔记。如有疑问，请在班级讨论群提出。建议重温周三的学习视频，熟练掌握投诉处理的重要性，如何进行投诉处理。

也请完成如下视频，以帮助大家完成下一个练习。

[6.1 b Housekeeping Complaints responses.mp4](#)

[6.2 a Housekeeping Complaints responses.mp4](#)

[332] 正确答案.A

[332] 难易度.中

[332] 选项数.1

[333] 题型.口语题

[333] 题干.

根据以上学习内容，请推荐一款你家乡的特色菜或者你最喜欢的一道菜。拍照上传文字版并用语音阐述一遍。

[333] 正确答案.A

[333] 难易度.难

[333] 选项数.1

[334] 题型.口语题

[334] 题干.

What is the ideal staff requirement for the housekeeping department?

[334] 正确答案.A

[334] 难易度.中

[334] 选项数.1

[335] 题型.口语题

[335] 题干.

What's the importance of housekeeping?

请以文字表达（可以提交笔记照片），并用语音阐述

[335] 正确答案.A

[335] 难易度.中

[335] 选项数.1

[336] 题型.口语题

[336] 题干.

请上传第 6 章 Health&Recreation Services 中 6.1 Sports Leisure Services 的听课笔记，并用语音复述一遍这节课的主要内容，请朗诵一遍这节课你学到的新单词。

[336] 正确答案.A

[336] 难易度.难

[336] 选项数.1

[337] 题型.听力题

[337] 题干.

[改变预定天数无字幕.mp4](#)

务必先听无字幕的，锻炼听力，同时记下听不懂的，反复听。

[改变预定天数有字幕.mp4](#)

[337] 难易度.易

[337] 选项数.3

[338] 题型.听力题

[338] 题干.

[1.1luxury hotel.mp4](#)

[1.1boutique hotel.mp4](#)

[1.1Holiday inn & Hilton.mp4](#)

[338] 难易度.易

[338] 选项数.2

[339] 题型.听力题

[339] 题干.

[电话预约房间无字幕.mp4](#)

请务必先听无字幕的锻炼听力和发音，同时做笔记，记下自己听不懂的部分。反复听，听到实在听不懂再看有字幕的。

[电话预约有字幕.mp4](#)

[339] 难易度.易

[339] 选项数.3

[340] 题型.听力题

[340] 题干.

[取消预定无字幕.mp4](#)

务必先听无字幕的，反复听

[取消预定有字幕.mp4](#)

[340] 难易度.易

[340] 选项数.3

[341] 题型.听力题

[341] 题干.

[1.2 酒店设施介绍 1.mp4](#)

[341] 答案解析.

[1.2 酒店设施介绍 2.mp4](#)

尘称为

[341] 难易度.难

[341] 选项数.3

[342] 题型.听力题

[342] 题干.

[酒店房型.mp4](#)

[342] 难易度.易

[342] 选项数.3

[343] 题型.听力题

[343] 题干.

[付款方式.mp4](#)

[343] 难易度.易

[343] 选项数.2
