**广元市2019年“万贯杯”首届中等职业学校技能竞赛酒店服务赛项**

**英语口试题库**

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| 项目 | **专业英语** |
| 题型 | 情景应答 |
| 数量 | 30 |

**一、中餐宴会摆台与服务部分情景应答及答题要点：**

1. Q: Ask the guests if they have a reservation with your restaurant.

A: Good evening. Do you have a reservation?

2. Q: How do you check upon the guest’s name of the reservation?

A: Good evening. Under whose name was your reservation made?

3. Q: The guests need a table for 4, and they would like to dine somewhere quiet.

A: Very well. This way please. Here’s a window table for four overlooking the lake. It’s very nice and quiet here.

4. Q: Can you explain the terms of breakfast both for adults and children in the hotel?

A: Sure, we offer breakfast at the rate of 128 RMB for each adult, and it’s free of charge for children under 6.

5. Q: The guests would love to try some Chinese food, and they ask for your advice on where to have a dinner party.

A: The Rose Restaurant of our hotel serves very good Chinese food. It’s on the 2nd Floor.

6. Q: Inform the guest that the restaurant is fully booked this evening, and suggest that he book a table the same time tomorrow evening.

A: I’m sorry. We are fully booked this evening. How about tomorrow? We still have some nice tables available for tomorrow evening.

7. Q: Ask the guests their preference for the egg dishes.

A: How would you like the eggs done, Scrambled Eggs, Fried Eggs or Omelets?

8. Q: Ask the guests their preference for food, Chinese, Western, Japanese or Korean.

A:Which style of cuisine would you prefer? We serve Chinese, Western, Japanese and Korean food here.

9. Q: How do you offer to take order for the guests in the evening?

A: Good evening. May I take your order now?

10. Q: How do you ask the guest to check his bill?

A: Here’s your bill. Please check it. The fruit combination is on the house.

11. Q: Visit the table to check if your service is satisfactory. Inform the guest the last course will be dessert?

A: Is everything to your satisfaction? All the dishes have been served as the menu goes, except for the dessert to follow.

12. Q: Ask the guest his preference for fruit juice.

A: What kind of fruit juice would you prefer? We have grape juice, kiwi juice and orange juice.

13. Q: Ask the guest’s choice of wine.

A: Would you like a bottle of red wine to go with your Sirloin Steak?

14. Q: What do you say when serving the guests their dessert?

A: Here is your dessert. Please enjoy.

15. Q: Ask the guest how he would like his steak prepared.

A: How would you like your steak done? Rare, Medium or Well-done?

**二、 客房中式铺床部分情景应答及答题要点：**

1. Q: How do you respond if a guest wants to buy something nice to take back to his little girl?

A: I will recommend the hotel gift shop to the guest. And if time permits, I will recommend the local market to him as well.

1. Q: You come to make up room for a guest, but he tells you that he prefers it later because he is busy doing some paper work, what will you say?

A：I will say: That’s all right. I will come back later. What time would it be convenient for you, sir?

1. Q: What will you do if the guest says that she wants to use her hairdryer, but it’s 110 volts?

A: I will tell the guest that the electrical voltage in China is 220 volts. And I will send

her a transformer or a hairdryer for 220 volts.

1. Q: What will you say if the guest tells you the temperature in the room is not agreeable?

A: Don’t worry. I will adjust the air-conditioning for you.

1. Q: If the guest comes to you and says he can’t open the door with the key to his room, what will you do?

A: I will go and have a check with him, and help to have his key changed if necessary.

1. Q: Try to introduce the different types and styles of rooms in the hotel to Mr. Bellows who is making a reservation over the phone.

A: What kind of room would you like, Mr. Bellows? We have single rooms, double rooms, suites and deluxe suites in Japanese, British，Roman, French and presidential styles.

1. Q: A guest tells you that he is attending an important conference, and wants to have his suit dry-cleaned as soon as possible. What will you do to help?

A: I will suggest that he take the express laundry service. There will be an extra charge of 50% for the express, but the laundry will be sent back to him in four hours.

1. Q: What’s the information you give when you’re introducing a guestroom to the guest？

A: I will introduce the equipment, the services provided, special facilities and the view the guest may get from the room.

1. Q: You show the guest to his room, and he asks where he can get the slippers. What will you say?

A: “Let me get the slippers for you, they are here in the wardrobe.”

1. Q: If the guest says he would like to sleep late the next morning, what will you suggest?

A: Please press the “Do Not Disturb” (DND) button before you go to bed, and you won’t be disturbed the next morning.

1. Q: A guest wonders if the outdoor swimming pool of the hotel is a right place to cool off and relax.

A: Our outdoor roof-top swimming pool features a 150-metre long pool. It presents an excellent oasis for the guests to cool off and relax after a busy day.

1. Q: If the guest asks you to look after the baby for her, what will you say?

A: I’m sorry, madam. I can’t do that. It’s against our hotel’s regulation. But we have a very good baby-sitting service. The sitters are well-educated and reliable.

1. Q: What will the attendant say to help if a guest asks to have a stain on his clothes removed?

A: Sure. We will try our best to remove the stain but we cannot guarantee the result.

1. Q: What will you say if the guest complains the beef steak sent by Room Service is rare, while he asked for well-done?

A: I’m terribly sorry. I will inform the Food and Beverage Department; they’ll see to the matter and have another steak prepared to your appetite.

1. Q: What will you say if there is no room available for the guest who is calling to make a reservation?

A: I’m sorry, but we are fully booked. Shall I put you on the waiting list? We will contact you if there is a cancellation.