

《酒店情境英语口语》课程实施大纲

基本信息

课程代码：30451008

课程名称：酒店情境英语口语(Oral English for Hotel)

学 分：2

总 学 时：32

学 期：5

上课时间：3-11 周

上课地点： LA1-326； LA1-211

答疑时间和方式：课堂现场个别答疑，课后集体答疑，

网上答疑

答疑地点： LA1-326； LA1-211

授课班级：酒店 2016 1-2

任课教师：李红英

学 院：经济学院

邮 箱：lihongying314@163.com

联系电话：18280707933

1.教学理念

《酒店情境英语》是酒店管理专业的必修课程，教学对象为已具有一定英语基础和国际贸易知识的高年级学生。为了有效地实现该培养目标，本课程教学重在突出实际能力培养，对课程体系、内容、方法、手段、实践教学等方面进行多层次的设计与实施。

1.1 授之于鱼，不如授之于渔

“授之于鱼，不如授之于渔”的教学理念强调的是学生自主学习能力的培养。所谓自主学习能力是指获取知识、应用知识、独立提出、分析并解决问题的能力，是一种让学生自己负责的学习方式。大学英语教育的重点是让学生形成一个内化的稳定的语言体系，掌握一些学习外语的策略和方法，以便将来脱离了教师为主导的课堂模式之后能自主地学习和使用英语。酒店情境英语对于酒店管理专业的学生而言，是一个了解、扩展、强化专业知识的工具，其桥梁作用更为突出。步入社会参加工作之后，学生的口语水平还需要不断提高，因此自主学习才是长远的学习模式。

1.2 以学生为中心

以学生为中心的教学理念需要转换教学思维和方法，从传统的以教材为中心、以教师为中心、以教室为中心，转化为以学生发展为中心、以学生学习为中心和以学习效果为中心。以学生发展为中心就是以学生当前发展状态为基础，以促进学生发展为目的。以学生学习为中心就是要明确教是手段，学是目的。以学习效果为中心，就是要关注学习效果，随时为学习提供反馈，帮助学生及时调整学习，帮老师及时调整教学。在以学生为中心的教学方式下，翻转课堂成为教学的主要方法。教学工具主要是互联网、多媒体计算机或智能终端设备，教学地点不再限于传统的教室，图书馆、宿舍、操场、自习室都可能成为学生开展学习的场所。

1.3 快乐教学

在英语学习效果方面，学习者之间的情感差异会造成不同的学习效果。教师在英语课堂上面对的是心智基本趋于成熟的成年人，他们对自己在课堂上锁边线的能力和影响力有自我判断体系。教师一味地实施高压政策，不考虑学生的水平差异，频繁点名回答问题，在学生的出色表现之后过分吝惜自己的赞誉之辞，对学生独居创意的回答熟视无睹，势必会打击学生的学习积极性，磨灭学生的自信心，最终影响学习效果。因此，在酒店情境英语教学的课

堂上，保持的是轻松和谐的课堂气氛，调动学生参与课堂活动的积极性，减少学生的焦虑和不安，增强学生的自信心，激发学生的学习动机。让学生在轻松愉快的氛围中学习、练习口语，以听说带动读写，全面提高学生的语言交际能力。

2. 课程介绍

2.1 课程的性质

酒店情境英语是酒店管理专业的一门必修课程，是英语教学与酒店管理教学的结合，主要讲授酒店行业的情境英语对话。

2.2 课程在学科专业结构中的地位、作用

酒店情境英语专为酒店管理专业开设，是本专业的必修课程。通过本课程的学习，学生应掌握酒店情境英语交流的基本技能；提高作为酒店行业从业者的基本素质，具有较强的商务交际能力和团队协作精神，以及不懈的创新意识。通过学习有关商务活动的真实语言材料，学生应具有较高的口语表达能力，能够在酒店行业不同的情境下正确使用英语，成为适应社会需要的应用型涉外酒店工作者。

2.3 课程的历史与传统文化

英语作为世界通用语言，几百年来已经在世界各地取得了长足的发展。外语实用性越来越受到非母语国家的重视。我国也认识到了这一点，改革开放以后，行业情境英语得到了广泛推行和深入发展，中国加入了世界贸易组织，越来越多的外国大企业来中国设立分公司，中国企业越来越频繁的与国外进行交流合作，大大促进了国内服务业的发展。酒店行业是外国旅客必定产生消费的地方，如何提高酒店的综合服务，成为各大酒店共同的难题。这些都对新型酒店专业人才提出了更高需求。国家教委在《关于外语专业面向 21 世纪本科教育改革若干意见》中明确指出：“当前，我们应当清醒地面对这样的一个现实：由于社会对外语人才的需求已呈多元化的趋势，过去那种单一外语专业和基础技能型的人才已不能适应市场经济的需求，市场对单纯语言文学专业毕业生的需求量正逐渐减少。我国每年仅需要少量外语与文学、外语与语言学相复合的专业人才已从事外国文学和语言学的教学研究工作的，而大

量需要的则是外语与其他学科，如外交、经贸、法律、新闻等结合的复合型人才。培养复合型的外语专业人才是社会主义市场经济对外语专业教育提出的要求，也是新时代的需求”。

如今在贯彻国家“以应用为目的，实用为主，够用为度”的教育方针的前提下，酒店情境英语既要培养学生必备的酒店行业用语，也应强调培养学生运用英语进行有关涉外业务工作的能力。酒店情境英语口语就是为顺应酒店行业的需要，吸取情境教学、个性化教学、交际教学以及快乐教学的现代教学理念的精髓，注重培养学生的跨文化交际能力、注重在情境中展现新知识，在交际中融入新知识、注重鼓励展现自我，

2.4 课程的前沿及发展趋势

随着行业国际化程度的不断深化，各行业与国际相关行业进一步向更深层次接轨，各行各业对专业人才需求的标准也将随着不断提高。越来越多的酒店也将具备良好的专业英语服务技能作为了选聘员工的重要标准，这也成为衡量酒店员工综合素质的重要标准。酒店从业人员的综合苏浙对酒店的业务水平和服务质量都会产生重要影响，从而影响酒店的层级。

酒店英语情境口语是一门实践性很强的课程，教学中需要尽可能地模拟酒店商务环境，让学生参与课堂，体验真实商务背景下英语的正确使用，才能激发学生的学习需求，增强学习的主动性和能动性。大数据时代的到来为酒店情境口语教学改革带来了契机，它将为学生的个性化学习提供丰富的教学资源。因为，信息是产生数据的基础，数据又将产生价值。学生的个体差异性构成了庞大的数据库，这为教师及时掌握学生情况，了解学生差异提供了便宜，缩短了师生磨合的时间，为因材施教提供了实现前提。数字化的网络平台改变了传统的单一课堂教学模式，学生可在网上完成自己的学习任务与活动，并在规定的期限内将完成的任务和活动提交给老师。网上学习模式让学生在实践、空间及学习材料的选择上显得更加自由，从而可以充分发挥自主学习的潜力、积极性和主动性，实现个性化的自主学习，达到外语学习的新境界。现代教育技术环境下，教师如何根据教学内容创设相应的商务语境或场景选择典型案例为学生提供有意义交际和实践的机会。这是酒店情境英语口语教学今后要思考和注重的问題。

2.5 课程与经济社会发展的关系

随着我国对外开放程度的不断提高，中国酒店业发展迅速。截止 2010 年，全球酒店集团排名前十位的洲际、温德姆、希尔顿、万豪、雅高、精品国际、最佳西方、喜达屋、卡尔森和凯悦旗下的酒店品牌均已进入中国市场。本国高档酒店建设更是飞速。同时，全球经济的快速发展促进了消费全球化，来自全球其他国家的游客逐渐增多。无论是国外酒店品牌还是国内知名酒店在高端人才的需求方面展开了激烈的竞争。国外游客的增多对酒店从业人员的综合素质提出了更高的要求。对于负责接待住宿的酒店和宾馆行业从业人员而言，能说一口流利的英语能够更好地为外宾服务。

然而，酒店高端人才在国内一直处于紧缺状态。高等院校培养了大批专业人才，但酒店管理专业人才的培养并不能完全满足酒店业人才市场的需求。特别是能参与到国际酒店管理集团的高端人才奇缺。究其原因就是国内多数酒店管理专业的学生虽然掌握了技能，但是英语水平仍处于较低水平。英语水平薄弱一方面限制了学生就业择业，削弱了学生的竞争力，影响就业；另一方面也制约着从业人员的职业发展，因为英语听说能力差，无法与外宾进行有效沟通，无法了解国际酒店行业发展的趋势和动向，因此无法胜任接待外宾以及参与酒店管理的相关工作。

为了解决学生英语口语和交际能力差的问题，本课程精选了酒店行业常见部门涉及到的日常实用话题，采用情境教学法更有针对性地来提升学生的英语口语能力。课堂教学过程中所设置的场景都来源于生活，教学内容可以直接用于日后的工作场景。这将有助于提升学生对外语水平、就业竞争力，增强学生的从业信心，为酒店行业提供优秀的既懂英语又懂管理的复合型人才。

2.6 课程内容可能涉及到的伦理与道德问题

伦理道德本质上就是一种文化，而这种文化包含丰富的人类行为规范和敬业操守，具有正式制度不可替代的作用，是保证信用存在、交易顺利进行的基础，没有伦理道德，任何信用活动都无法进行。市场经济的伦理道德作为市场经济运行的一种非正式制度安排，在维护经济正常运转，减少社会成本，规范“经济人”道德行为，提高社会效率方面发挥着重要作用。市场经济最主要的伦理道德要求莫过于诚信。对于酒店从业人员而言，职业道德主要

包括热心为客人服务、职业责任心和道德义务感。在接待外宾的过程中，酒店从业人员将进行的是跨文化交流。语言障碍制约着沟通的有效性，因此要求从业人员必须要有耐心。职业责任心是个人对实现职业责任所持的态度，在使用英语进行交流时，要注意语气和语态，避免使用命令型的句式，引起客人反感引发冲突。道德义务感是个人对履行某种道德要求的高尚情感。酒店服务工作室由许多琐碎小事构成的，看似平凡，却又极不平凡。热情周到的服务会让宾客在住店期间又一次愉快难忘的经历，为酒店甚至国家赢得声誉。因此，从业人员必须要全心全意地为每一位顾客服务。

此外，诚信有助于使合作各方意识到合作关系的潜力，节省经营成本。在服务极其看重“诚信”的欧美外宾时，要尤其注意明码标价不乱收费、不夸大其词，不吹嘘酒店的服务和等级，不做超出自己职权范围和能力范围的承诺，秉承诚信原则，服务外宾。以诚信换取诚心，以诚信换取信誉，达到双赢或共赢的局面。

本课程就是要在模拟的情境中，潜移默化地培养学生的职业道德，提高学生的综合素质，逐步树立学生的服务意识，为学生真正进入该行业从业奠定情感基础。

2.7 学习本课程的必要性

随着国际间交流不断增多，英语已经不再是对高层次人才的特殊需求，而是已经成为了进入旅游行业的“敲门砖”。而就是这块“敲门砖”在酒店专业学生就业的时候却成了职业的“门槛”，阻碍了许多毕业生寻求更好的职业发展。酒店管理专业的学生将要面对的是与外宾的面对面服务，他们除了要具备良好的专业技能，更重要的是要有较好的听说能力。把语言真正作为一种交流的工具应用于今后的日常工作中。因此，越来越多的星级涉外酒店把学生的外语能力当做一个重要的用人标准。酒店管理专业的学生英语基础相对较薄弱，即便是过了英语四六级的同学也只是考试能力出众，口语能力差强人意。本课程旨培养学生张口说英语的能力，能够在实际工作环境中应用英语熟练进行交流。

3. 教师简介

3.1 教师的职称、学历

李红英，女(1984-)，山西大同人，四川理工学院经济学院讲师，博士研究生。

3.2 教育背景

中国地质大学(北京) 文学学士、理学硕士、理学博士。

3.3 研究兴趣（方向）

专业英语翻译、旅游地质

4. 先修课程

外语、外语听说、酒店商务英语、前厅与客房管理、酒店财务管理、酒店公关礼仪

5. 课程目标

- (1)培养学生的英语应用能力，掌握与酒店服务相关的英语表达，掌握不同工作情境下的英语对话；
- (2)掌握酒店内部各个部门的基本职能；
- (3)提高涉外旅游接待能力，提高学生综合素质。

6. 课程内容

6.1 课程的内容概要

酒店情景英语口语是酒店管理专业的一门必修课程，教学内容包括酒店一线经营部门（前厅部、客房部、餐饮部、康乐部、旅游部、商场部、商务部、商场部、安保部）常用的英语情景会话，旨在提高学生的英语交际能力以胜任涉外旅游饭店服务工作。

6.2 教学重点、难点

酒店情境英语口语课程的重点在于通过训练学生的听、说带动读、写、译的能力的提高以及培养学生综合运用商务英语的能力。每个教学单元均包括了情境对话和听力内容，在教学过程中加大了口语练习的比重。其中听力部分的重点在于讲授听力技巧，通过反复练习使

学生能够听懂日常酒店行业英语谈话和各种场景的听力材料，听懂基本词汇和专业词汇。口语部分以提高学生使用酒店情境英语口语交际能力为目的，通过学习、训练培养学生英语口语的正确性和流利性。

每个单元以专业词汇讲解作为重点讲授内容，其重点、难点教学内容是对酒店行业专业词汇的掌握以及不同情境下的英语对话。

6.3 学时安排

序号	主要章节内容	参考学时
1	第一章 前厅部情景英语	4
2	第二章 客房部情景英语	4
3	第三章 餐饮部情景英语	4
4	第四章 康乐部情景英语	2
5	第五章 旅游部情景英语	4
6	第六章 商场部情景英语	4
7	第七章 商务部情景英语	2
8	第八章 安保部情景英语	2
9	演讲	6
合计		32

7.课程实施

7.1 教学单元一 前厅部情景英语(1)

7.1.1 教学日期

2018-09-17

7.1.2 教学目标

- To let the students know the departments and posts in a hotel

7.1.3 教学内容（含重点、难点）

- To master useful words and expressions
- To enable students be qualified to help the clients book a room, change the reservation, and cancel the reservation.

7.1.4 教学过程

7.1.4.1 New words and useful expressions

Departments and posts in a hotel

1. Executive Office 行政部门

- 总经理 General Manager
- 副总经理 Deputy General Manager
- 驻店总经理 Hotel Resident Manager
- 总经理助理 Executive Assistant Of General Manager
- 行政总监 Executive Director
- 文员 Clerk

2. Human Resources Division 人力资源部

- 人事经理 Personnel Manager
- 招聘主管 Recruitment Officer
- 人事主管 Personnel Officer
- 宿舍主管 Dormitory Manager
- 培训经理 Training Manager
- 员工餐厅主管 Staff Canteen Supervisor

3. Front office 前厅

- 前厅经理 Front Office Manager
- 宾客关系经理 Guest Service Manager
- 礼宾司 Chief Concierge

- 前台主管 Front Desk Supervisor
- 接线员 Operator GSA
- 行李员 Bellboy
- 门僮 Doorman

4. Housekeeping Department 客房部

- 楼层经理 floor manager
- 公共区域经理 public area manager
- 公卫领班 PA captain
- 保洁员 PA attendant
- 楼层服务员 room attendant
- 布草主管 uniforms supervisor
- 洗衣房主管 laundry supervisor

5. Financial division 财务部

- 财务部总监 Financial Controller
- 会计 Accountant
- 出纳 Teller
- 收银员 Cashier
- 采购员 Purchaser
- 仓管员 Storeman
- 电脑工程师 Computer Engineer

6. Food And Beverage Department

- 中餐厅 Chinese Restaurant
- 西餐厅经理 Western Restaurant
- 日式餐厅 Japanese Restaurant
- 行政总厨 Administrative Total Kitchen
- 国宴 State Banquet
- 酒保 Bar Tender
- 茶吧领班 Tea House Captain
- 宴会经理 Banquet Manager

7. Security division 保安部

- 保安部经理 Security Manager
- 消防主管 Fire Control Supervisor
- 保安 Security Guard
- 消防员 Fire Control Guard

8. Recreation department

- 康乐主管 recreation center supervisor
- 楼面经理: service manager
- 艺术总监 Arts Director
- 主持人 host

单人间: single room

双人间: double room

标准间: standard room

套间: suit room

总套房: presidential suit

客厅: sitting room

7.1.4.2 Lead-in

Questions: What kind of questions will be asked when you want to book a room or check in at a hotel?

7.1.4.3 Situational Dialogues

Dialogue 1 : book a room

A: Hengxu Hotel. Can I help you?

B: I would like to book a double room with a private bathroom for the coming three days.

A: Would you hold the line, I will check our vacancies for the next three days. Oh, yes, we happen to have some double rooms available. Five hundred yuan per night.

B. That's fine. Please hold it for me.

A. OK, Sir. Can I have your name, your cell phone no. and your ID card no.?

B: This is David. My phone no. is 18280707933, and my ID card no. is 140111198105201630.

A: I'll reserve the room for you till 18:00 am tomorrow. Please check in before that time.

B: OK. Thank you.

Dialogue 2 : check in

A: Good afternoon. What can I do for you?

B: I booked a double room yesterday. My name is David.

A: just a moment, please. I'll check your reservation records. Yes, David with phone number 18280707933. Can I see your visa and passport?

B: Yes. Here you are.

A: Thank you. And please fill these forms.

B: All right.

A: How would you like to pay?

B: By credit card.

A: OK. Here is your key for room 408. The elevator is on your right side.

Dialogue 3 : check out

A: Good morning, Sir. Can I help you?

B: Morning. I want to check out.

A: OK. Can I have your name and room number?

B: David Graw in room 408.

A: Here is your bill. A double room with garden-view for two nights at 450 RMB per night. The meals that you had at the hotel are 250 RMB. That totals 1150 RMB.

B: Can I pay it by credit card?

A: Sure. Would you sign here?

B: OK. And Can I have the invoice?

A: Sure. What are the title and taxpayer's registration number ?

B: Sichuan University of Science and Engineering.12510000450719119K.

7.1.4.4 Practice

Two or three students work together to do role play. One student plays the role of lobby manager, and the rest play(s) the role of guest(s). Make up a dialogue for changing or canceling the reservation.

7.1.5 教学方法

Lecture; role play practice

7.1.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店前厅可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.1.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第 2 版）.旅游教育出版社.2015,P5-51

7.2 教学单元二 前厅部情景英语(2)

7.2.1 教学日期

2018-09-20

7.2.2 教学目标

- To introduce and offer concierge service
- To know how to recommend restaurants and place of interests
- To know how to handle problems

7.2.3 教学内容（含重点、难点）

- To master useful words and expressions
- To enable students be qualified to introduce and offer concierge service
- To be qualified to recommend restaurants and place of interests.
- To be qualified to settle complaints

7.2.4 教学过程

7.2.4.1 New words and useful expressions

- ∞ Lost and found : 失物招领
- ∞ Complaint : 投诉, 抱怨
- ∞ Facilities : 设备, 设施
- ∞ Pillowcase : 枕套
- ∞ Towel : 毛巾
- ∞ Air conditioner : 空调
- ∞ electric kettle : 电水壶
- ∞ Remote control : 遥控器
- ∞ Room service : 送餐服务
- ∞ Cafeteria : 自助餐
- ∞ Bell captain : 迎接领班
- ∞ Souvenir : 纪念品
- ∞ Suitcase : 手提箱
- ∞ Beauty salon : 美容沙龙
- ∞ Gymnasium : 健身房
- ∞ Barber shop: 理发厅
- ∞ Billiard room : 台球厅
- ∞ bowling room: 保龄球厅
- ∞ Squash court : 壁球馆

7.2.4.2 Lead-in

Questions: Do you know the responsibilities for front office employees?

7.2.4.3 Situational Dialogues

Dialogue 1: concierge service

A : Good afternoon, Sir. I'm the bellboy.

B: Good afternoon.

A: Let me carry your baggage. This way, please. I'll take you to the elevator entrance.

B: Could you tell us something about your hotel service?

A: sure. Our hotel is a five-star hotel. There are over 400 rooms of international standard, all spacious and comfortable. There are two Chinese restaurants, a deluxe Western restaurant, banquet halls, a bar, a 24 hour café and an indoor patio with drinks.

B: how about other services.

A: We also have a business center, a shopping center, a beauty salon and a barber shop on the third floor, a swimming pool, a billiard room, a bowling room and squash court on the ground floor.

Here we are. Please take this elevator to the 6th floor. The floor attendant will meet you there and show you to Room 909. I'll take the baggage elevator and get your baggage up to your room.

A: Thank you very much. See you then.

Dialogue 2 Recommend restaurant

A : Good afternoon, Sir. Can I help you?

B: Yes, please. I wonder if there is any fancy restaurant around ?

A: What' s kind of restaurant do you want ? Chinese? Western? Japan?

B: I prefer Chinese ones with seafood.

A: The seafood in Wanhe is famous locally. It is 3 block away from our hotel. You can take a taxi and it will take you 5 minutes to go. Or it will take you around 25 minutes by walking.

B: I'm not in a hurry. I will walk to there.

A: That will be good. And you can visit the small shops along the streets by the way.

B: Good. Thank you.

Dialogue 3: Recommend place of interest

A : Good afternoon, Sir. Can I help you?

B: Yes, please. Is there any interesting place worthy visiting during my stay here ?

A: What kind of places do you want to visit? Historical, natural or locally special?

B: I prefer these with local specialty.

A: I recommended the giant panda breeding base. You can see giant panda at different ages. These small ones are so cute when they play with each other.

B: Oh, great. How can I get to there?

A: You can take the bus NO. 52 across the street. It will take you 40 minutes to go there. And you should wake up earlier tomorrow, because these cute creatures usually have a nap at 10:00 AM.

B: OK. Thank you.

7.2.4.4 Practice

Two or three students work together to do role play. One student plays the role of clerk, and the rest play(s) the role of guest(s). Students are expected to make up dialogues for recommending restaurant and place of interests for the guests.

7.2.5 教学方法

Lecture; role play practice

7.2.6 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店前厅可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.2.7 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第 2 版）.旅游教育出版社.2015 P51-101

7.3 教学单元三 客房情景英语(1)

7.3.1 教学日期

2018-09-27

7.3.2 教学目标

- To introduce and offer housekeeping service
- To know how to provide laundry service and handle problems

7.3.3 教学内容（含重点、难点）

- To master useful words and expressions
- To enable students be qualified to introduce and offer housekeeping service
- To be qualified to provide laundry service

7.3.4 教学过程

7.3.4.1 New words and useful expressions

- ∞ Lost and found : 失物招领
- ∞ Complaint : 投诉, 抱怨
- ∞ Facilities : 设备, 设施
- ∞ Pillowcase : 枕套
- ∞ Towel : 毛巾
- ∞ Air conditioner : 空调
- ∞ electric kettle : 电水壶
- ∞ Remote control : 遥控器
- ∞ Room service : 送餐服务
- ∞ Cafeteria : 自助餐

- ☞ Bell captain : 迎接领班
- ☞ Souvenir : 纪念品
- ☞ Suitcase : 手提箱
- ☞ Beauty salon : 美容沙龙
- ☞ Gymnasium : 健身房
- ☞ Barber shop: 理发厅
- ☞ Billiard room : 台球厅
- ☞ bowling room: 保龄球厅
- ☞ Squash court : 壁球馆

7.3.4.2 Lead-in

Questions: Do you know the responsibilities for housekeeping employees?

7.3.4.3 Situational Dialogues

Dialogue 1 : introduce room facilities

A: Mr. Barry, here is the light switch, the temperature adjuster, the wardrobe and the mini-bar and the hotel's Service Information Booklet. It gives you an idea about our services and facilities.

B: Wonderful! Thank you.

A: The panel on the night stand controls the different devices in the room. That door leads to the bathroom, and there is a laundry bag in the wardrobe. The hot water supply is round the clock.

And there are two sockets in the bathroom for 110V and 220V respectively.

B. Oh, I can use my electric shaver. And I feel like taking a bath to freshen up.

A. Is there any thing I can do before I leave the room?

B: You have made us feel very welcomed. By the way, is the tap water drinkable?

A. Oh, please don't drink the tap water. If you need anything, please dial 8 or press the button over there.

B: Thank you very much.

A: You are always welcome. I hope you can enjoy your stay with us.

Dialogue 2: making up room

A: Good morning sir. Housekeeping. May I come in?

B: Sure. Come in, please. Our room needs cleaning at once. And can you clean my room first next time?

A: I'm terribly sorry, sir. I know it seems too late today. I always do the check-out room first unless there is a request, and I always do what you've asked me to do. So, I'll be glad to.

B: OK. Thank you. Would you tidy up a bit in the bathroom? I've taken a bath and it's quite a mess now. the shampoo is spilt. The towels are dirty. And there is no more toilet paper.

A: No problem. I'll tidy it up.

B: Good. We do appreciate the favor of your putting our room first.

A: My pleasure.

Dialogue 3:laundry service

A: Housekeeping. May I come in?

B: Yes. I would like to have this laundry done, please.

A: Certainly, Sir. Would you fill in the laundry form, please? And don't forget to make a note in the laundry list whether you need your clothes ironed, washed, dry-cleaned or mended.

B: I don't what these shirts starched.

A: No starched. I understand, I see.

B: I'd like this sweater washed by hand in cold water. It might shrink otherwise. And I have a silk shirt which is colorfast. Will the color run in the wash?

A: We'll dry clean the shirt.

B: Could I get my laundry earlier?

A: Sure, we have express service.

B: How soon will they be done? And how much do you charge for express.

A: It only takes 3 hours. We charge 50% more for express.

B: OK. I'll have the express because I'm going to a party this evening.

7.3.4.4 Practice

Two or three students work together to do role play. One student plays the role of clerk, and the rest play(s) the role of guest(s). Students are expected to make up dialogues for asking facilities in the room.

7.3.5 教学方法

Lecture; role play practice

7.3.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店前厅可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.3.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第2版）.旅游教育出版社.2015, P115-128

7.4 教学单元四 客房情景英语(2)

7.4.1 教学日期

2018-10-4

7.4.2 教学目标

- To introduce and offer room service
- To know how to handle problems

7.4.3 教学内容（含重点、难点）

- To master useful words and expressions
- To enable students be qualified to introduce and offer room service

- To be qualified to handle problems

7.4.4 教学过程

7.4.4.1 New words and useful expressions

☞ Pajama 睡衣	☞ Shower cap 浴帽
☞ Hair drier 吹风机	☞ Sponger 海绵刷
☞ Scent, Perfume 香水	☞ Toothpaste 牙膏
☞ Shaver, Razor 剃须刀, 剃刀	☞ Towel rail 毛巾架
☞ Cotton Swab 棉花棒	☞ Floor towel 脚巾
☞ Bath foam 沐浴液	☞ Body towel 浴巾
☞ Facial tissue 面巾纸	☞ Socket 插头
☞ Napkin 餐巾纸	☞ Spray 喷头
☞ Faucet tap 水龙头	

7.4.4.2 Lead-in

Questions: can you name some facilities in a room?

7.4.4.3 Situational Dialogues

Dialogue 1 : Room service

A: Excuse me. I'd like to have breakfast in my room tomorrow. When should I order that?

B: this is your door knob menu. Just tick off the items you would like for breakfast, write down the time and hang it outside your door before you go to bed tonight.

A: Is there any other way to have room service?

B. Yes, Sir. You may dial 9 to call the room service section directly to order your breakfast, lunch or dinner.

A. by the way. What should I do with the plates when I finish eating?

B: well, the room service staff will ask you what time you would like your plates taken away when he deliver the food to your room. Just leave them in your room.

A: And do you have baby-sitting service in your hotel?

B: Yes. Our baby sitters are well educated and reliable.

A : That's good. Can you get in touch with one of them for me?

B: Sure. I will arrange it for you at once.

Dialogue 2 : Repairing the air conditioner

A: Housekeeping. May I come in?

B: Come in, please.

A: What's the matter, sir?

B:Yes, Sir. I'm afraid there is something wrong with the air conditioner . There is no response when I press the remote control.

A: Let I have a look at it. Oh, the battery has run out. I will change it for you shortly.

B: Oh, good. I don't know how to sleep without the AC at such a sweltering night.

A: It's done. Everything is OK now. Is there anything else I can do for you?

B: No, thanks! What efficiency!

A : If you have any problem with the machines at your room , please dial 9 to call the electrician.

Wish you have a nice stay with us.

B: OK, I get it. Thank you very much.

A: My pleasure.

Dialogue 3 : Pay for the damage

A: Good morning, Mrs Wilson. May I help you?

B: Good morning. I hope you can help me out. Last night, I had two friends visit me in my room to celebrate my birthday, but they drank too much. When we were drinking, we were to excited to dance in the room and they accidently broke a mirror and a lamp beside the bed. And I cut my finger when I tried to clean the glass of the mirror.

A: Oh, that is terrible. I can't image that.

B:I'm very sorry about this.

A: Let I have a look at finger. Oh, it is still bleeding. I should take you to the clinic first. And don't worry about the damages. I think I ought to call a repairman to your room to fix them and get someone else to clean the glass.

B: Oh, thank you. And how much I should pay for the damage.

A: don't worry. It won't cost you too much since the lamp can be repaired and mirror is cheap. Everything will be all right, Mrs Wilson.

B: thanks! You are so sweet.

A : Let's go to the clinic first.

B: OK.

7.4.4.4 Practice

Two students work together to do role play. One student plays the role of clerk, and the rest plays the role of guest.

Guest: You dial 9 to ask how to get a wake-up service.

Clerk: You ask him the specific time and take a note.

7.4.5 教学方法

Lecture; role play practice

7.4.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店前厅可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.4.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第 2 版）.旅游教育出版社.2015, P141-168

7.5 教学单元五 餐饮部情景英语(1)

7.5.1 教学日期

2018-10-8

7.5.2 教学目标

- To introduce hotpot or special food in your restaurant
- To know how to take the order and recommend dishes

7.5.3 教学内容（含重点、难点）

- To master useful words and expressions
- To enable students be qualified to introduce and offer specialties in the restaurant

7.5.4 教学过程

7.5.4.1 New words and useful expressions

中餐厅 Chinese Restaurant

西餐厅经理 Western Restaurant

日式餐厅 Japanese Restaurant

行政总厨 Administrative Total Kitchen

国宴 State Banquet

酒保 Bar Tender

茶吧领班 Tea House Captain

宴会经理 Banquet Manager

Main courses :主菜

Cold appetizers and salad: 冷头盘，沙拉

Hot appetizers: 热头盘

Dessert: 甜点

Staple food : 主食

Local favorites : 本地特色

Braise/ steam : 蒸的

Fried: 炸的

Grilled : 铁扒的

Grilled/ roasted: 烤的

baked: 烘焙的

Stew: 焖的

Boiled: 煮的

Stir-fried: 煎的

Smoked: 熏的

Tough: 硬的

Simmered: 煮成半熟的

Well-done: 熟透的

Lightly/heavily seasoned: 味轻的/味重的

Hot/peppery: 辣的

7.5.4.2 Lead-in

Please tell me what is the famous specialty in your hometown.

7.5.4.3 Situational Dialogues

Dialogue 1 : enjoy hotpot

Waitress : Good evening. How many people do you have?

Guests : Seven . And I have booked a private room.

W: Can I have your name and your phone?

G: Mr. Wilson. And my phone number is 12345678.

W: Good. Here it is. Rose Room. This way please. (all guests are seated) What kind of soup base do you prefer?

G: Oh, we prefer double-flavor soup base so can boil vegetables in the plain soup or it is too spicy.

W: OK. Smart choice. And the seasonings are over there. You can fetch them by yourself. Here is the menu. Please tick the one you like to order.

G: Do you have something recommended?

W : The frozen rolled beef and mutton are popular. Beside, the cow stomach, beef meatballs, spam, crispy intestine are also the specialties in this restaurant.

G: What about vegetables?

W: For vegetables, I recommended lettuce, crown daisy , water spinach, white gourd, Chinese yam, lotus root slices and needle mushroom. However, it's up to you to decide.

G: Good. We'll order all that you recommended.

Dialogue 2 buffet

W: Good morning. We serve buffet this morning. We also serve Chinese buffet and specialties.

G1: Oh, how nice. I'd like to try some dim sum.

W: We have several kinds of dim sum and rice porridge and bean milk.

G2: I'd like to try the bean milk. What kind of bean is it?

W: It's milk made from soybean. Soybean is very nutritious. It doesn't contain any cholesterol.

Here are two kinds of rice porridge. One is plain porridge, you can eat it with pickles or pork floss. The other kind of rice porridge is cooked with minced meat and preserved egg.

G2: What kind of egg is that?

W: It's preserved duck's egg. Here are some steamed dumplings. This one is stuffed with meat and vegetables and this one is stuffed with red bean puree.

G1: Let's try each of these.

W: Please help yourselves.

7.5.4.4 Practice

Two students work together to do role play. One student plays the role of waiter or waitress, and the rest plays the role of guest.

Guest: You ask the waitress to recommend the specialties.

Clerk: You recommend the specialties in your restaurant.

7.5.5 教学方法

Lecture; role play practice

7.5.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店前厅可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.5.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第2版）下册.旅游教育出版社.2015, P1-21

7.6 教学单元六 餐饮部情景英语(2)

7.6.1 教学日期

2018-10-11

7.6.2 教学目标

- To introduce and offer drinks
- To know how to introduce Chinese liquor and Chinese tea

7.6.3 教学内容（含重点、难点）

- To master useful words and expressions
- To enable students be qualified to introduce and offer room service
- To be qualified to handle problems

7.6.4 教学过程

7.6.4.1 New words and useful expressions

Aperitif: 开胃酒

Whisky: 威士忌

Vodka: 伏特加酒

Liqueurs: 甜酒, 果酒

Liquor: 白酒

Wine: 葡萄酒

Tsing Tao Beers : 青岛啤酒

Freshly squeezed juice: 鲜榨果汁

Cocktail: 鸡尾酒

Gin: 金酒

Coffee: 咖啡

Milk tea: 奶茶

Milk shake: 奶昔

Black tea: 红茶

Mineral water: 矿泉水

Soda water: 苏打水

Sprite 雪碧

Soft drinks: 软饮料

Green tea : 绿茶

Puer tea: 普洱茶

Oolong: 乌龙茶

Black tea: 红茶

Tea pot: 茶壶

Tea pad: 壶垫

Tea serving tray : 奉茶盘

Tea spoon : 茶匙

Tea ware: 茶器

Tea bowl: 茶碗

Tea canister: 茶罐

7.6.4.2 Lead-in

Please tell me what is the famous drink in your hometown?

7.6.4.3 Situational Dialogues

Dialogue 1 : Chinese wine

Bartender: Good evening. Anything to drink?

Guests 1 : I usually drinking cognac a lot. We'd like to have a change, but I don't quite know what to drink today. Can you recommend some famous Chinese liquor?

B: What about Wuliangye? It is one of the most famous liquors in China. It is made from five kinds of ingredients . It is fragrant and it never goes to the head. Its alcoholic content varies from 38% to 46%, and up to 52%.

G2: All right. We'll have some one with alcohol of 38%.

B: May I remind you all the Chinese liquors are served by the bottle here?

G1: Any other brands of liquor?

B: Yes. Maotai, Fenjiu, Yanghe, Xifeng, Luzhou, etc.

G2: I hear Great Wall Wine a famous brand. Can you bring me the white wine as well. Make sure it is well chilled.

B : Yes, sir. So you've ordered one bottle of Wuliangye with 46% alcoholic content and one bottle of Great Wall white wine, just a monument, please.

Dialogue 2 Mixing cocktails

G: What's today special?

B: House cocktail. It is a concoction of Remy Martin X.O. and ginger ale.

G: House cocktail for the gentleman and one coke for the lady.

B: Excuse me, madam. Here's your coke. Sir, if you have your own way to make your favorite cocktail, just tell me the ingredients and we will try to make it for you.

G: No, just follow your ingredients.

B: (The bartender puts 3 ounces of Remy Martin X.O. and two dashes of ginger ale into the shaker, then adds two spoonfuls of ground ice and shakes it. Then he decants it out and decorates the glass mouth with a slice of lemon. Finally, he puts a piece of green olive into the glass to brighten the color.) How do you like it?

G: The color is beautiful and the taste is fantastic. It is fragrant and refreshing. Give us another round, please.

B: I'm glad you like it.

Dialogue 3 Chinese tea

B: Something to drink, Sir?

G: Yes, I'd like some tea, please.

B: What tea do you prefer? We have Dragon Well tea from Hangzhou and Biluochun tea from Jiangsu. Do you want to have a try?

G: I'd like some Dragon Well tea since I've heard a lot about it.

B: All right. Do I need to remind you that the tea is served by bottle here?

G: OK. A bottle of Dragon Well tea. By the way, do you have black tea in China?

B: Yes. The most famous black tea is Oolong. It can help people lose weight, but green tea is the wisest choice specially in summer. Besides, if you want, you can try jasmine tea.

G: What is jasmine tea?

B: It is a kind of green tea with the smell of jasmine. Beijingers like it very much.

G: OK. I'll take a bottle of jasmine tea.

7.6.5 教学方法

Lecture; role play practice

7.6.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店前厅可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.6.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第2版）下册.旅游教育出版社.2015,P28-89

7.7 教学单元七 康乐部情景英语

7.7.1 教学日期

2018-10-15

7.7.2 教学目标

- To introduce entertainment service in the hotel
- To know how to talk with guest in the gymnasium and beauty salon

7.7.3 教学内容（含重点、难点）

- To master useful words and expressions
- To enable students be qualified to introduce and offer entertainment service
- To talk with guest in the gymnasium and beauty salon

7.7.4 教学过程

7.7.4.1 New words and useful expressions

Recreation: 休闲娱乐活动

Chest expander: 扩胸器

Entertainment: 娱乐活动

Yoga : 瑜伽

Resort: 度假胜地

Aerobics: 有氧操

Sauna: 桑拿浴

Shadowboxing: 太极拳

Beauty salon: 美容沙龙

Souvenir: 纪念品

Gymnastic center: 健身中心

Keepsakes: 纪念物 Barbells: 杠铃

Racing machine: 跑步机

Dumbbell: 哑铃

Stationary bike: 动感单车

Bowling: 保龄球

Rowing machine: 划船机

Outdoor tennis court: 户外网球场

Muscle builder set: 肌肉健身机

Swimming pool: 游泳池

7.7.4.2 Lead-in

How did you amuse yourself when you stay at a hotel?

7.7.4.3 Situational Dialogues

Dialogue 1 : At the health club

A: Good afternoon. Can I help you?

B: I'd like to take some exercise. Could you tell me what facilities you have there?

A: certainly, sir. We have a well-equipped gym with all the latest recreational sports apparatus.

B: Can you be more specific?

A: Yes. We have stationary bicycle, swimming pools and tennis courts. You may find more details in this map.

B: The gym seems great. What kind of exercise can I do there?

A: various things, like weight lifting, stretching, jogging on the treadmill and things like that.

B: Wow, you have a lot of apparatus here.

A: Would want to have a try?

B: Sure. I'll change my shoes and to run on the treadmill.

Dialogue 2 : Sauna and Massage

A: Good afternoon. Can I help you?

B: May I know how many kinds of sauna bath do you have?

A: The sauna bath services in our hotel include damp, dry, salt and ice treatment.

B: I'd like to take a damp treatment.

A: But may I remind you that according to the hotel regulation, if you have hypertension and heart disease, drink too much or feel uncomfortable, please do not use the sauna facilities.

B: I see. I got none of them. After sauna, can I have a massage?

A: Yes, you can go to the massage center directly without changing your clothes. What kind of massage would you like? Body massage, point massage or foot massage?

B: What is a point massage?

A: Point massage is a typical Chinese massage. When one point is massaged, the corresponding organ will feel relaxed or better if it is hurt.

B: It sounds fantastic. I'd like to have a try.

7.7.5 教学方法

Lecture; role play practice

7.7.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店前厅可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.7.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第2版）.旅游教育出版社.2015,p101-105

7.8 教学单元八 旅游部情景英语（1）

7.8.1 教学日期

2018-10-18

7.8.2 教学目标

- To introduce and tourism service and tour routes

7.8.3 教学内容（含重点、难点）

- To master useful words and expressions
- To Recommend tour route

7.8.4 教学过程

7.8.4.1 New words and useful expressions

✎ Flight :航班

Leshan Giant Buddha: 乐山大佛

✎ Schedule: 日程表

Mt. Emei 峨眉山:

∞ Sightseeing: 观光旅游	Jiuzhaigou Valley 九寨沟
∞ Guide: 导游	Dufu's Thatched Cottage: 杜甫草堂
∞ Entrance ticket: 门票	Zigong National Geological: 自贡国家恐龙地
∞ Travel agency: 旅行社	质公园
∞ One-day tour : 一日游	Jiuzhaigou Valley: 九寨沟
∞ Route: 线路	the site of Sanxingdui: 三星堆遗址
∞ Jinsha Ruins: 金沙遗址	Dufu Thatched Cottage: 杜甫草堂
∞ Chengdu Panda Base: 熊猫基地	Qingyang Taoist Temple: 青羊宫
∞ Wenshu Temple: : 锦里古街	Temple of Marquis: 武侯祠
∞ Kuai Zhai Zane: 宽窄巷子	Bamboo Sea: 蜀南竹海
∞ Dujiangyan Irrigation Project: 都江堰	Sanxingdui Ruins: 三星堆遗址
水利工程	

7.8.4.2 Lead-in

Can you list places of interests of your own hometown?

7.8.4.3 Situational Dialogues

Dialogue 1 Recommending tour route

Agent: Hello, Sir! May I help you?

G: Would you please recommend some places for sightseeing? I want to go on a three-day tour around the city.

Agent: What kind of sightseeing views do you prefer? Historical or natural ?

G: I prefer Natural scenery.

Agent: Then I recommended Jiuzhaigou Valley. It is a big valley at the source of the Baishuijiang River in the upper reaches of the Jialingjiang River. It got its name because of the nine Tibetan villages in the valley. There, you can see green trees and colorful flowers in the middle of spring, serene lakes and verdant mountains in the height of summer, red leaves in autumn, and an

ice-carved world in the depth of winter. It is reputed as “a paradise on earth” and “a fairy-tale world”.

G: Pretty good.

Agent: When do you want to go? It is a bit far away from the city. You’d better take the flight.

G: How much for the flight?

Agent: Around 1400 RMB.

G: Are there any bus tours in your tourism service?

Agent: Yes, but there are just one-day tour and half-day tour.

G: Oh, it seems I have to take the plane to go there.

Agent: Yes. I am sorry.

G: Any other interesting recommendation?

Agent: Or you can visit the giant panda breeding base. It is not too far. You can take the bus or taxi to there. These creatures are so cute that most guests prefer to have a look at them for their first visit to this city.

G: Sounds interesting. Then I’ll go the base tomorrow.

7.8.5 教学方法

Lecture; role play practice

7.8.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店旅游部可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.9 教学单元九 旅游部情景英语（2）

7.9.1 教学日期

2018-10-22

7.9.2 教学目标

- To know how to introduce Chengdu

7.9.3 教学内容（含重点、难点）

- To master useful words and expressions
- To introduce Chengdu

7.9.4 教学过程

7.9.4.1 New words and useful expressions

Oppressive : 难以忍受的

Boiling: 极热的

Roasting: 炙热的

Sticky: 粘性的, 湿热的

Sultry: 闷热的, 酷热的

Muggy: 闷热的, 湿热的

Sweltering: 酷热的

7.9.4.2 Lead-in

Have you heard of the song named *Chengdu* (Play the song of Chengdu)

7.9.4.3 Introduce Chengdu

The historical and cultural city

- ∞ Chengdu's history can be traced back to nearly 3000years age. Chengdu is a place where is earliest woodcut print came into being, where the earliest local government school was founded, where the Chinese earliest spring couplets and pharmacopoeia were discovered and where the world earliest paper currency was issued.

The center of Shu culture

- ☞ Thousands of years ago, a king of ancient Shu Kingdom established his capital in the center of Sichuan plain, and named it Shu. As the state of Chu expanded westward up the Han and Yangtze valleys it pushed the Ba peoples west toward Shu. For the 5th and 4th centuries BC in Sichuan archaeologists speak of a mixed Ba-Shu culture, although the two peoples remained distinct. There was also some Chu influence on the Shu court. In 474 BC Shu emissaries presented gifts to the Qin court which was the first recorded contact between these two states. Later Shu troops crossed the Qinling Mountains and approached the Qin capital of Yong, and in 387 Shu and Qin troops clashed near Hanzhong on the upper Han river.

The city of Sustainable development

- ☞ The United Nations awarded Chengdu as the city of sustainable development. The Forbes magazine appraised Chengdu as the first place of the world's fastest growing cities in the next 10 years.

The hometown of Giant Panda

- ☞ Chengdu is the hometown of the giant pandas, the research breeding base of giant pandas, located in the northern suburb of Chengdu is the only wild animal breeding base in the urban area in the world. The giant panda is a conservation-reliant vulnerable species. A 2007 report showed 239 pandas living in captivity inside China and another 27 outside the country.

The capital of Gastronomy

- ☞ Chengdu was awarded the title of “the capital of Gastronomy” in 2010. Sichuan people love food and Sichuan cuisine is famous for the hot and spicy flavor. The use of large amounts of chili and Sichuan pepper in the dishes makes Sichuan cuisine become one of the most popular cuisines in China. People always say “Food in China, eat in Sichuan” once you come to Sichuan, you are in a heaven of good food.

7.9.5 教学方法

Lecture; role play practice

7.9.7 课前准备情况及其他相关特殊要求

教师准备 PPT，展示成都的相关图片；准备符合本节教学内容的文本资料。

7.10 教学单元十 商场部情景英语（1）

7.10.1 教学日期

2018-10-25

7.10.2 教学目标

- To know how to assist guest buying souvenir
- To know how to introduce Chinese-style souvenir.

7.10.3 教学内容（含重点、难点）

- Useful words and expressions
- how to assist guest buying souvenir
- How to introduce Chinese-style souvenir.

7.10.4 教学过程

7.10.4.1 New words and useful expressions

Chinese-style items: 中国特色商品	clay sculpture: 泥塑
souvenirs : 纪念品	Jade bracelet: 玉镯
Beijing embroidered shoes : 老北京绣花鞋	Chipao: 旗袍
Chinese knot : 中国结	Embroidery: 刺绣
China/porcelain: 瓷器	Tonic: 滋补品
Chinese silk: 中国丝绸	Cordyceps: 冬虫夏草
Cloisonne: 景泰蓝	Jinhua Ham: 金华火腿
Chinese calligraphy: 中国书法	Souvenir Coin: 纪念币

Chinese writing brush: 中国毛笔

Postcard: 明信片

Sichuan brocade: 蜀锦

Keychains: 钥匙扣

Statue: 雕塑

7.10.4.2 Lead-in

Can you list some Chinese-style commodities?

7.10.4.3 At the shopping center

Dialogue 1

A: Good afternoon, sir and madam, what can I do for you?

G: We want to buy some souvenirs to take home. Have you got any fabrics?

A: Certainly, madam. We have silk fabrics, woolen fabrics, cotton fabrics, as well as synthetic ones.

G: Could you show me some silk fabrics?

A: Sure, madam. We have got a good selection of them, such as sand-washed silk, stain, brocade, and taffeta. You name it, and we have got it here. You know, Wuxi and Suzhou are famous for silk production. Which do you prefer?

G: Figured stain, please. By the way, I'd like to buy a dress closely related to Chinese culture as a token for my China trip. What do you think will be most suitable for me.

A: You have a nice figure. Qipaos are currently so popular with young ladies in China. So I think a Qipao will fit you.

G: Can I have a try.

A: Sure. This way, please.

Dialogue 2

A: Can I help you?

B: Yes, I want to buy some traditional Chinese Paintings.

A: Well. We have landscape paintings, figure paintings and flower-and-bird paintings. Which do you like best?

B: I'd like a flower-and-bird painting.

A: How about this picture of cranes with pine trees? It is painted by a famous Chinese painter in Qing Dynasty.

B: Do the crane and pine have any special connotation?

A: Yes. In China, the crane and the pine are the emblems of longevity . So it is the best gift for the old.

B: Great. How much is it?

A: The marked price is 800 RMB.

B: Wow, that is too steep.

A: It might be a little expensive. But all paintings for sale are guaranteed of their quality.

B: OK. I'll take it.

A: would you like it to be gift-wrapped?

B: Yes. Thanks.

7.10.5 教学方法

Lecture; role play practice

7.10.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店商场部可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.11 教学单元十一 商场部情景英语（2）

7.11.1 教学日期

2018-10-29

7.11.2 教学目标

- To know how to introduce Chinese-style souvenir

7.11.3 教学内容（含重点、难点）

- Useful words and expressions
- Introduce porcelain
- Introduce diamond

7.11.4 教学过程

7.11.4.1 New words and useful expressions

China/porcelain: 瓷器

Clay: 陶土

Teapot: 茶壶

Vase: 花瓶

Plate: 盘子

Treasure: 珍品

Antique/ Curio: 古董

Jade : 玉

Pearl : 珍珠

Necklace: 项链

Jewelry: 珠宝

Earring: 耳环

Bracelet: 手镯

Brooch: 胸针

Diamond: 钻石

tuck comb: 发卡

hairpin: 钗

7.11.4.2 Lead-in

What do you usually buy as gift for your family or friends when you are travel abroad?

7.11.4.3 At the shopping center

Dialogue 1 Buy a porcelain

A: May I help you?

G: What do you call this?

A: This is called egg-shell china.

G: Oh, I see. I have seen it in my friends' house.

A: It is the best quality proclaim, made in Jingdezhen.

G: Jingdezhen is the capital of porcelain in China, isn't it?

A: Yes, it is.

G: What is special?

A: As we know, the features lie in texture of basic body, color of glaze, decorative pattern, shape and style, while porcelain made in Jingdezhen had sublimed to be at the most elegant.

G: Wow, fantastic. How much is it?

A: 1888 yuan.

G: Wow, you are ripping me off.

A: No, Madam. China made in Jingdezhen is the most elegant one in China with highest quality and collection value.

G: Can you give me a discount?

A: If you are VIP in our hotel, you will get 12% off.

G: OK. I'll take this one.

Dialogue 2 Buying diamond

A: May I help you, madam?

B: I'm looking for a ring.

A: Tell me a little bit about what you want. We have all shapes, sizes, qualities, and price ranges.

B: I'm looking for a diamond cut on a wide band. And my price range is 15,000yuan to 20,000yuan.

A: You just have a good taste. Let me show you what we have.

B: I'd like to take a look around.

A: What about this one? It's nicely cut into Princess shape and colorless. You know Colorless diamonds typically hold the most value, with nearly colorless following suit.

B: It seems great. Can I have a look at the diamond certification.

A: Sure. Here it is. The certification is issued by authorizes, with picture of this diamond in it.

B: Great. How much is it?

A: It is 18,880 yuan.

B: Can you give me a discount?

A: I'm sorry, Madam. The price of any item here is non-negotiable. But I promise you that it is good value for the money.

7.11.5 教学方法

Lecture; role play practice

7.11.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店商场部可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.12 教学单元十二 商务部情景英语

7.12.1 教学日期

2018-11-1

7.12.2 教学目标

- To assist guest rent a room
- To answer questions about making a copy or send a fax.
- To assist guest send package back home.

7.12.3 教学内容（含重点、难点）

- Useful words and expressions
- Dialogues for assisting guest renting a room, making a copy or sending packages

7.12.4 教学过程

7.12.4.1 New words and useful expressions

Multi-funtional room : 多功能厅

Video player : 视频播放器

Projector : 投影仪

Slide: 幻灯片

Rental: 出租

Auditorium: 礼堂

Cater for: 供应饮食

Both-side: 双面的

Original material: 原件

Fax: 传真

Jam: 卡住, 卡纸

Package: 包裹

Express: 快递

7.12.4.2 Lead-in

Discuss the responsibilities of business center.

7.12.4.3 At the business center

Dialogue 1 Renting a room

A: I'd like to reserve a room for a lecture.

B: How many people are you going to have?

A: Around 50.

B: When do you want to have the lecture?

A: October 2nd, from 9:00 to 11:00 in the morning.

B: Let me check the room availability. Your lecture will be arranged in multi-functional room

No.6. We'll prepare a TV, a video player and a wireless microphone.

A: That's great. Besides, we also need a slide projector.

B: No problem.

A: How much is the room rental?

B: the room rental is charged by the day, 5000 RMB per room.

A: Do you have interpreter?

B: English or other languages?

A: English.

B: Yes, we do. But may I remind you that the charge is expensive? The interpreter charges by hour, almost 2000 per hour.

A: Can I talk with the interpreter before the lecture?

B: Sure, I'll send the interpreter up to your room tomorrow morning.

A: That would be great.

Dialogue 2 Asking Where to Make a Copy

A: Is there a copy machine for guests?

B: Yes, we have copy machines in our business center, which is to your right.

A: I need to make a color copy.

B: There are two black and white machines and one color copier.

A: Is there a charge to use the machine?

B: The cost per sheet on the color copy machine is 25 cents.

A: Does the machine take credit cards?

B: No, but I'd be happy to give you change if you have bills.

A: I need to make four color copies, so give me change for a dollar.

B: The machine also takes one dollar bills, so you don't need change.

A: Is there usually a wait for the machines.

B: Our business center is pretty empty right now, so you should have the run of the place.

Dialogue 3 Post service

A: May I help you?

B: Yes. I'd like this package to be delivered to India. It is quite urgent. Can I send it from here?

A: Certainly. Do you want to send it by air or by express mail?

B: Which is faster?

A: I think the express mail is faster and safer. But if you chose express mail, you have to show me your ID card.

B: Here it is.

A: Just a minute. I'll weight it for you. And please fill out this form.

B: OK. Can I borrow your pen?

A: Sure. Your package is weighted 2010g. It is 268 yuan.

B: Can I pay it by credit?

A: Of course. Please enter your password.

B: How soon it will arrive?

A: About 3 days.

7.12.5 教学方法

Lecture; role play practice

7.12.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店商务部可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.12.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第2版）.旅游教育出版社.2015

7.13 教学单元十三 安保部情景英语

7.13.1 教学日期

2018-11-5

7.13.2 教学目标

- To know how to pick up guest at the airport
- To know how to guide guest to park
- To know how to get a taxi for the guest

7.13.3 教学内容（含重点、难点）

- Useful words and expressions
- Dialogue for picking up guest at the airport
- To be qualified to handle problems
- Dialogue for guiding guest to park
- Dialogue for getting a taxi for the guest

7.13.4 教学过程

7.13.4.1 New words and useful expressions

Group: 团体客人

Cart: 手推车

Parking: 停车

Pick up: 接机，接站

Departure: 离开，离去

Land: 着陆

Sports Utility Vehicle: 多功能车

Limousine: 豪华轿车

sports car : 跑车

roadster : 双人座敞篷汽车

7.13.4.2 Lead-in

Do you know what the responsibility of security department is?

7.13.4.3 Situational dialogue

Dialogue 1 Picking up guests at the air port

A: Mr. Smith. I am Sam from Lijing Hotel.

B: Glad to meet you, Sam.

A: Glad to meet you, Mr. Smith. How was your trip?

B: Fine. We had a very pleasant trip.

A: You have a group of 16, right?

B: Yes. Those who wear the red T-shirt are all our members.

A: How many pieces of luggage do you have together?

B: 36 in all. And here are the luggage checks.

A: I see. When you pick up your luggage, please put them on these carts. I'll take care of them.

Dialogue 2

A: Hello, are you a clerk of Lijing Hotel?

B: Yes, I am Sam from Lijing Hotel, are you Mr. Smith?

A: Yes, exactly.

B: hope you have a nice trip. I'm here to meet you. Welcome to Chongqing.

A: Thank you. You are so sweet.

B: Let me have your luggage cart. Our limousine has been waiting outside to take you to our hotel.

A: I really appreciate your kindness. (Arriving at the limousine)

B: Mind your forehead.

A: Thank you.

Dialogue 3 Guide guest to park

A: Excuse me , Can I park here?

B: Sorry sir. This spot has been taken.

A: Then would you tell me where I can park then?

B: There is a large parking place near our hotel.

A: Can you tell me how to go there?

B: Go along this road, you will see a magnificent building. The parking lot is beneath the building.

It takes about 5 minutes.

A: All right. And how much for parking there?

B: The fee for parking is 10 yuan for every 5 hours. And sir, I must remind you that for security concern, don't forget to close your windows and the lock your car.

A: Thanks. I appreciate your kindness.

Dialogue 4

A: Can you get me a taxi? I want to see a friend.

B: Sure. When are you going to leave?

A: 20 minutes later.

B: Can I get your room number and phone number.

A: Yes. I stay at room 201 and my phone number is 12345678.

B: OK. I will get in touch with a taxi dispatcher and I'll call you when the taxi arrives.

A: Thanks. (15 minutes later). Excuse me, sir. Your taxi has arrived. Are you ready for leaving?

B: Yes. I'll go downstairs at once.

A: OK. Take your time, please.

7.13.5 教学方法

Lecture; role play practice

7.13.7 课前准备情况及其他相关特殊要求

教师准备 PPT 讲解酒店安保部可能会用到的专业词汇；准备符合本节教学内容的情境对话。

7.13.8 参考资料（具体到哪一章节或页码）

赵晓芳.酒店情境英语（第2版）.旅游教育出版社.2015

7.13 教学单元十四 小组表演

7.14.1 教学日期

2018-11-8

7.14.2 教学目标

- Evaluate the study results in this semester

7.14.3 教学内容（含重点、难点）

- Students will be divided into 12-13 groups to prepare a situation play in hotel or restaurant
- Members from other groups will work as judges to score the presentation with the teacher.
- Their final score will greatly depend on the performance of the group partner. So students need to try their best to work together.

7.13.4 教学过程

- Group members form 1-3 groups play the roles and the teacher and other judges from other groups grade the performance.
- Other students make comments on the performance of this group.

7.15 教学单元十五 小组表演

7.15.1 教学日期

2018-11-12

7.15.2 教学目标

- Evaluate the study results in this semester

7.15.3 教学内容（含重点、难点）

- Students will be divided into 12-13 groups to prepare a situation play in hotel or restaurant
- Members from other groups will work as judges to score the presentation with the teacher.
- Their final score will greatly depend on the performance of the group partner.
So students need to try their best to work together.

7.15.4 教学过程

- Group members from 4-6 groups play the roles and the teacher and other judges from other groups grade the performance.
- Other students make comments on the performance of this group.

7.16 教学单元十六 小组表演

7.16.1 教学日期

2018-11-16

7.16.2 教学目标

- Evaluate the study results in this semester

7.16.3 教学内容（含重点、难点）

- Students will be divided into 12-13 groups to prepare a situation play in hotel or restaurant
- Members from other groups will work as judges to score the presentation with the teacher.
- Their final score will greatly depend on the performance of the group partner.
So students need to try their best to work together.

7.16.4 教学过程

- Group members form 4-6 groups play the roles and the teacher and other judges from other groups grade the performance.
- Other students make comments on the performance of this group.

8. 课程要求

8.1 学生自学要求

在教学过程中，发挥学生的主动性是提升教学质量的有效途径。英语学习是一个缓慢的积累过程，单纯的课堂教学不能满足学生提升英语水平的要求。充分调动学生的主动性是提高英语学习效率的最好方法。在教师授课之前，学生需要课前提前预习课文，查阅新单词，上课前要做到能够流利地通读课文。课后需要花费大量的时间整理学习笔记、背单词、阅读英文材料、练习听力和口语对话。只有通过多读、多听、多说才能扩充英语词汇量，逐步提高英语水平。

8.2 课外阅读要求

世界经济不断地发展变化，这就要求具备与时俱进的观念，不断更新知识结构。除了学习指定教材之外，学生要充分利用各类学习资源，接触英文原版酒店管理类读物、浏览英文报刊网站、阅读英文文献，不断扩充自己英语词汇积累及酒店管理知识面，努力提高英语水平。

为确保学生有效开展课外阅读，本课程教师应向学生推荐扩充性学习材料（包括英文学习网站、视频或影像类材料、英文教材、经典英文论文等），并指导学生阅读学习，从而拓宽学生的知识面，为学生自主学习创造良好条件。寒暑假会通过作业的方式给学生布置阅读任务，翻译一篇酒店管理相关的英文文献。

8.3 课堂讨论要求

课堂讨论在提升课堂教学互动性，激发兴趣，开拓思维，启发创新等方面，具有积极的意义，并能有效弥补单纯灌输式教学的不足。结合酒店情境英语口语的课程性质，其课堂讨论的安排需要关注以下几方面的问题：

1) 课堂讨论安排的事前性。事前性安排保证了在课程或相关教学单元开展之前，将与课堂讨论主题相关的信息，在教师和学生之间进行充分的共享，从而保证教师能够在制度规范的约束下积极地做好课堂讨论的系统准备，促使学生积极地在课余时间有效的讨论参与与做好准备。

2) 讨论进程可控性。通过事前设计明确课堂讨论的主题、目标、步骤及时间条件等，并在课堂讨论实施过程中，充分发挥教师的掌控作用，做到“问题说透，效率到位”。

3) 讨论参与的广泛性。课堂讨论要杜绝“一言堂”，运用大纲中设计的激励机会，充分调动所有学生参与的积极性，引发围绕讨论主题的广泛的争鸣，并通过积极引导实现目标取向的共鸣。

4) 讨论主题的鲜明性。明确讨论的主题，明晰问题讨论的合理边界，并辅之以相关的导向性说明，实现讨论围绕主题，形散而神不散。

5) 讨论结果的确定性。做好讨论过程的引导和归纳，在不影响讨论积极性并保障足够自由度的同时，使对问题的讨论沿着规范的目标演进。

8.4 课程实践要求

课堂组织观看酒店情境英语口语会话的教学光盘，组织主题英语讨论和会话和翻译练习，课后布置英文原版经济贸易领域报刊文章的阅读。

鼓励学生多参加社会实践或去酒店及旅游公司实习，尽早接触酒店业务，尽可能地在实际工作环境中使用英语进行交流。鼓励学生参加英语类竞赛或考取相应的证书，抓住每一个机会锻炼英语应用能力。

9. 课程考核

9.1 出勤（迟到、早退等）、作业、报告等的要求

（1）出勤要求

本课程要求学生正常出勤，不允许迟到、早退、旷课。未违反出勤要求的学生出勤分数为 10 分，对学生违反出勤要求做扣分项处理：旷课一次扣除 1 分；迟到、早退一次累计两次扣 1 分；累计超过总课时的 1/3 者取消考试资格，重修本门课程。

（2）对课堂表现积极者进行加分奖励，具体表现为主动回答问题每次加平时成绩 0.5 分，直到加到满分(10 分)为止。对扰乱课程秩序，表现消极者实行扣分制，每次扣分 1 分。

（3）作业要求

本课程设置平时作业 5 次，作业可以是小论文写作、作业题或单词听写。每次作业按 A、B、C、D 分为 4 个等级（分别对优、良、合格、不合格），不按时交作业者当次作业成绩为 0，三次不交作业者平时作业成绩归零。

（4）小组展示的要求

将学生分成若干小组，从教师制定的题目中选择一项搜集资料，并做 PPT 进行课堂展示，要求每一位小组成员都参与，小组组长在进行汇报前对组内分工进行简单说明。教师应对 PPT 报告进行评价并评分。PPT 展示满分 20 分，教师应当根据学生的发言情况，PPT 报告的内容、形式，小组成员之间的配合等给予客观评分。

9.2 成绩的构成与评分规则说明

该课程为考查课。课程最终成绩=考勤(10%)+作业成绩(10%)+小组汇报(20%)+小论文(60%)。全勤，平时作业全优，小论文优，小组汇报成绩为优，则该课程最终成绩为优。无故缺勤 1 次降 1 个等级，病假、事假 3 次将 1 个等级。平时作业、小论文、小组汇报累积 3 个 B，则降 1 个等级。

9.3 考试形式及说明

本课程为考查课，课程结束后学生在指定时间内独立完成一篇小论文，不得抄袭。小论文成绩占课程最终成绩的 60%。

10. 学术诚信

10.1 考试违规与作弊处理

考试违规或作弊，按照《四川理工学院学生考试违纪和作弊处理办法》，报学校相关部门处理。

10.2 杜撰数据、信息处理等

对于在课程学习过程中学生出现杜撰数据、信息等学术不端行为，影响不严重的，教师对其进行批评，并责令其改正；造成恶劣影响的，报学校相关部门处理。

10.3 学术剽窃处理等

对于学术剽窃等学术严重不端行为，报学校相关部门处理。

11. 课堂规范

11.1 课堂纪律

学生要遵守课堂纪律，按时到教室上课，不迟到，不早退，不旷课。上课时，不说话，不玩手机，不做与课程无关的事情；手机设置为“静音”状态。

11.2 课堂礼仪

教师要保证仪容仪表整洁，衣着庄重得体，不着奇装异服，不浓妆艳抹；做好课前准备，上课前不饮酒，保持良好的精神状态；上课不迟到，下课不提前，不拖堂，中途不离堂；上课礼仪：上课铃声停止，教师发出“上课”口令，班长：“起立”！学生起立并齐声向老师致敬：“老师好”！教师还礼发出“请坐下”口令，正式上课开始；下课礼仪：下课铃声停止，教师发出“下课”口令，班长：“起立”！学生起立并齐声向老师致敬：“老师再见”！教师还礼：“同学们再见”！正式下课；教学姿态要自然，举止文明；教学要讲普通话，语言文明不粗俗；课堂上不接听电话，不做与教学无关的事；关注、引导、教育和培养学生的礼仪。

学生要注重仪表，衣冠整齐到教室上课。不穿拖鞋、背心进教室，不得在教室内抽烟。

保持教室整洁，不随意吐痰、乱丢果皮、纸屑，严禁在桌椅上刻画；爱护教室内的公共设施，不得搬走桌椅、不得取走教室电器设备等，损坏公物照价赔偿。

12. 课程资源

12.1 教材与参考书

(1) 教材：

陈晶晶.酒店英语口语脱口出.机械工业出版社.2011

(2) 参考书

赵晓芳.酒店情境英语（第2版）上下册.旅游教育出版社.2015

12.2 专业学术著作

酒店服务中英语委婉语和禁忌表达的对比研究与应用.田翠娥.河北旅游职业学院学报.2013,18(3):42-45.

12.3 专业刊物

(1)《英语文摘》：筛选、摘译英文外电、报刊的资讯作为基本定位，并通过时事经纬、环球人物、财经视窗、科技前沿、文化在线、寰宇新知、关注中国等相关版块与栏目的设置，尽可能体现以理性的目光尽览天下大事的意图。学生可参阅财经视窗板块。

12.4 网络课程资源

外酒店情境英语口语学习网：<http://metc.gdut.edu.cn/trade>

《华尔街日报》英文网站：<http://wall-street.com>

国家精品课程资源网：<http://resource.jingpinke.com>

校园网课程资源地址：<http://61.139.105.132/tjx>

13. 教学合约

13.1 教师作出师德师风承诺

为了进一步规范教师行为，进一步明确自己在师德师风建设中应负之责任，切实提高师德师风建设的整体水平，提高教育的社会形象。我郑重承诺：

- 1.忠诚于党和人民的教育事业，爱岗敬业，工作勤奋，求真务实，乐于奉献，不敷衍塞责。
- 2.廉洁从教，不搞“第二职业”，不违规购销资料，不加重学生课业负担。
- 3.依法从教，遵纪守法，不得有违背国家法律法规和方针政策的言行，不传播封建迷信和低级庸俗的文化，不参与赌博。
- 4.为人师表，以身作则。衣着得体，举止端庄，言行规范，树立良好的人格形象，不在教室使用通信工具。
5. 关爱学生，尊重学生人格，与学生平等、民主，做学生的知心朋友，不歧视、侮辱、体罚或变相体罚学生。
- 6.尊重学生家长，不要求学生家长办私事，不向学生家长索要或变相索要财物。
- 7.努力学习，不断提高科学文化和教育教学水平。钻研业务，精益求精，勇于实践，勇于创新，全面提高教育教学质量。
- 8.加强实践，全面推进素质教育。促进学生全面发展，为学生终身学习奠定良好的基础。

13.2 阅读课程实施大纲，理解其内容

本课程的授课教师与学生均已经完全阅读了本教学实施大纲（含附件）的每一个条款，并充分理解该实施大纲（含附件）的内容与精神，对于本实施大纲的所有内容（含附件）的理解均清晰、明确、一致。

13.3 同意遵守课程实施大纲中阐述的标准和期望

本课程的授课教师与学生基于前述 13.1 条的理解，就此达成合意，各方均同意遵守本科课程实施大纲（含附件）中阐述的标准、期望以及具体条款要求，愿意按照该大纲（含附

件)的所有要求严格执行,确保执行效果符合实施大纲(含附件)的标准。若任何一方违反本实施大纲(含附件),愿意就此承担相应的责任,造成损失的,愿意进行相应的赔偿。

14. 其他说明

酒店情境英语口语的学习不仅要求学生理解和掌握酒店管理相关的基础知识,还要求学生能够在实际商务环境中熟练应用英语,因此教学过程中更注重学生的参与和练习。在课堂教学环节中,除了教师的讲授,要求学生分小组或结对子针对某一话题展开讨论以达到强化口语的目的,此外,结合所选教材,授课过程中会留有一定的时间来加强学生的听力训练和写作能力,因此课程安排及进度会根据授课情况做些微调。