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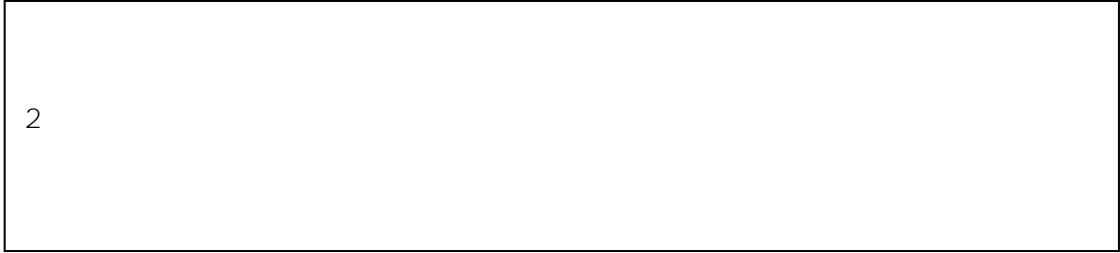
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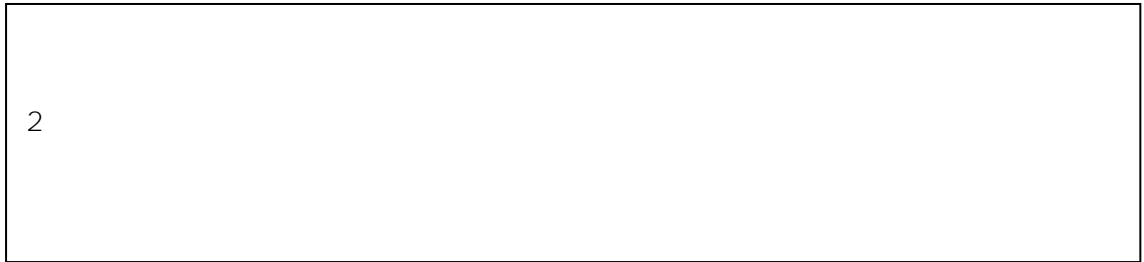
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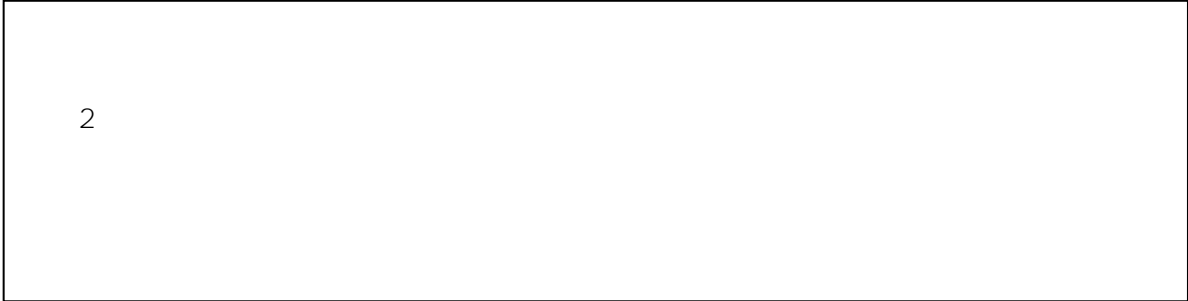
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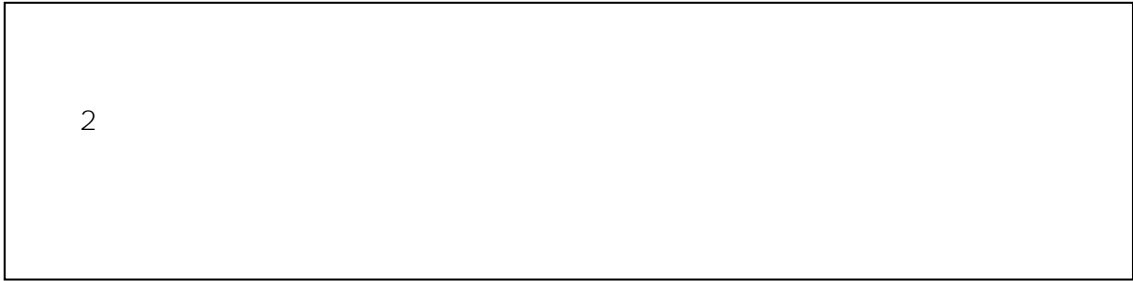
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(A5-1)

(A5-1)

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30%	30%				
40%	40%				

(A5-2)

2.	"	"	A5-2
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentences into Chinese.

(30%)

The restaurant is full now. I'm afraid you will have to wait for a while. Would you care to have a drink in the lounge while you are waiting? We will arrange your table as soon as possible.

Part two: Translate the following Chinese sentences into English.

(30%)

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: You are a clerk working at the front office of a hotel. Tom Brown is a guest of the hotel who wants to check out from the hotel. You want to know how he will pay? What would you say?

: 3

1

7

(A5-1)

2.	"	"	A5-3
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentences into Chinese.
30%

Sorry to have kept you waiting, I'll go to rush your order right now

Part two: Translate the following Chinese sentence into English.
30%

Part three: According to the following directions, try to give a brief presentation to the question.
(40%)

Directions: You are a clerk at the Front Office of a Hotel. A customer, Mary Smith from Australia who made a reservation three days ago wants to check in at the Hotel.
How would you say first?

: 3 1

7 ,

(A5-1)

2.	"	"	A5-4
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentences into Chinese.
(30%)

It's already ten o' clock, but my room still hasn't been made up.

Part two: Translate the following Chinese sentences into English.
30%

, ?

Part three: According to the following directions, try to give a brief presentation to the question.
(40%)

Directions: A guest of the hotel wants to make an international phone call, but he doesn't know how to do it.
What would you do?

: 3 1

7 ,

(A5-1)

2.	"	"	A5-5
3.	7		

Part one: Translate the following English sentences into Chinese.

(30%)

Here is your order, sir. A sandwich and a bottle of red wine. Would you please sign your name on the bill?

Part two: Translate the following Chinese sentence into English.

(30%)

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: A guest from Room 1126 makes a phone and asks you to take her clothes for laundry.

What would you say?

: 3

1

7

(A5-1)

2.	"	"	A5-6
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentences into Chinese.
(30%)

The room looks comfortable and cozy, and it is facing south and demands a good view of the Huangpu river.

Part two: Translate the following Chinese sentences into English.
(30%)

?

Part three: According to the following directions, try to give a brief presentation to the question.
(40%)

Directions: You are a receptionist at the Front Office of Hilton Hotel. It is 10:00 A.M. the phone is ringing. Mr. Johnson from America is making a phone call and wants to book a room for about one month.
What information do you have to take down?

: 3

1

7

(A5-1)

(A5-7)

2.	"	"	A5-7
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentences into Chinese.

(30%)

We'll put your luggage in the storage room. When you are ready to leave, you can pick it up.

Part two: Translate the following Chinese sentence into English.

(30%)

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: A guest calls the Housekeeping Department and complains that the bulb in his room is broken and the TV has no picture.

What would you do?

: 3

1

7

(A5-1)

(A5-8)

2.	"	"	A5-8
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.

(30%)

There are eight famous Chinese cuisines: for instance, the Sichuan cuisine, and the Hunan cuisine.

Part two: Translate the following Chinese sentence into English.

(30%)

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: You show a guest to his / her room and introduce the various kinds of equipment and room service to the guest.

How would you introduce the guest-room?

: 3

1

7

(A5-1)

Part one: Translate the following English into Chinese.
(30%)

We do offer special rates today, sir. For this room there is 10% discount.

Part two: Translate the following Chinese into English.
y,

(A5-10)

2.	"	"	A5-10
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.

(30%)

Here is your key card deposit your change and receipt.

Part two: Translate the following Chinese sentence into English.

(30%)

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions; You are the waitress After offering your service to the guest and you want him to sign the bill, what should you say?

: 3

1

7

(A5-1)

2.	"	"	A5-11
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.

(30%)

I would like to have a steak with baked potato, medium mixed salad, a glass of apple juice and black coffee.

Part two: Translate the following Chinese sentence into English.

(30%)

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: Ms. Bates calls from Room 504 and says they are going to leave tomorrow but the clothes sent to laundry this morning are not back. In fact, you put them in the wardrobe.

In this situation, what would you say?

: 3

1

7

(A5-1)

(A5-12)

2.		"	"	A5-12
3.		7		
4.	100	85	60—84	60

Part one: Translate the following English sentence into Chinese.

(30%)

If you want your breakfast in your room tomorrow morning, call room service.

Part two: Translate the following Chinese sentence into English.

(30%)

- ?

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: You work as a waiter in a restaurant. After finishing taking the guest's order, what would you say to confirm the guest's order?

: 3 1

7 ,

(A5-1)

2.	"	"	A5-13
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.

(30%)

Welcome to the ninth floor. I am the floor attendant. I am always at your service.

Part two: Translate the following Chinese sentence into English.

(30%)

?

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: You are a clerk at a restaurant. A guest is calling to book a private room for dinner.

What information do you have to know?

: 3

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7

(A5-1)

2.	"	"	A5-14
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.
(30%)

Please leave your clothes in the laundry bag and fill out the laundry form. The laundry-man will collect it at nine next morning.

Part two: Translate the following Chinese sentence into English.
(30%)

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: Customers walk into your restaurant for a meal. What would you usually say?

: 3

1

7

(A5-1)

(A5-15)

2.	"	"	A5-15
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.
(30%)

The room is facing south and has a good view of the West Lake.

Part two: Translate the following Chinese sentence into English.
(30%)

?

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: You are a waitress in Rose Restaurant. Now two customers, a couple from America are waiting to be seated in a crowded restaurant. What would you say?

: 3 1

7 ,

(A5-1)

(A5-16)

2.	"	"	A5-16
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.

(30%)

This is the bathroom with bath and shower. And this is our service directory. We have 24-hour room service.

Part two: Translate the following Chinese sentence into English.

(30%)

， ？

Part three: According to the following directions, try to give a brief presentation to the question.

(40%)

Directions: Two foreigners come to your restaurant and decide to try some Chinese food, but they didn't know much about it.

How would you recommend to the guest?

： 3 1

7 ，

(A5-1)



Part one: Translate the following English sentence into Chinese.

(30%)

Please deposit your money, jewels and other valuables in the hotel safe.

Part two: Translate the following Chinese sentence into English.

(30%)

Part three: According to the following

2.	"	"	A5-18
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.
(30%)

You should pay a deposit of \$ 1000 beforehand.

Part two: Translate the following Chinese sentence into English.
(30%)

Part three: According to the following directions, try to give a brief presentation to the question.
(40%)

Directions: You are a clerk at the Front Desk of a hotel. A guest comes to you and says he/she cannot open the door.
What would you do?

: 3 1

7 ,

(A5-1)

2.	"	"	A5-19
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.
(30%)

I have some clothes for laundry. I'd like my overcoat dry-cleaned, my shirts need laundering, and my suit needs to be pressed. How soon can I have my clothes back.

Part two: Translate the following Chinese sentence into English.
(30%)

Part three: According to the following directions, try to give a brief presentation to the question.
(40%)

Directions: A guest makes a complaint that the room service is not good.
How would you do?

: 3 1

7 ,

(A5-1)

2.	"	"	A5-20
3.	7		
4.	100	85	60—84 60

Part one: Translate the following English sentence into Chinese.
(30%)

The water tap was dripping all night long.

Part two: Translate the following Chinese sentence into English.
(30%)

Part three: According to the following directions, try to give a brief presentation to the question.
(40%)

Directions: When the guest finishes his dinner, you want to know his suggestion. . .
What would you say?

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(A5-1)

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B1-1

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2 VI P PPT

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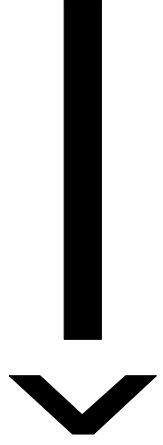
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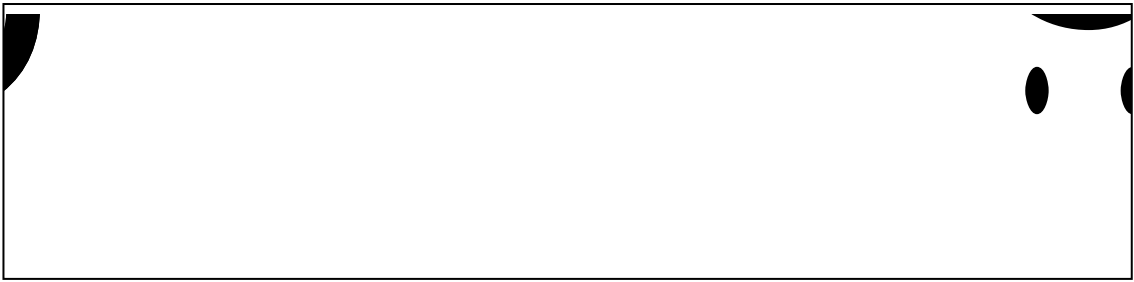
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1 VI P

VI P WORD

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VI P PPT

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2 WIN7 OFFICE2010 PHOTOSHOP CS6

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4		100	85-100	60-84	60

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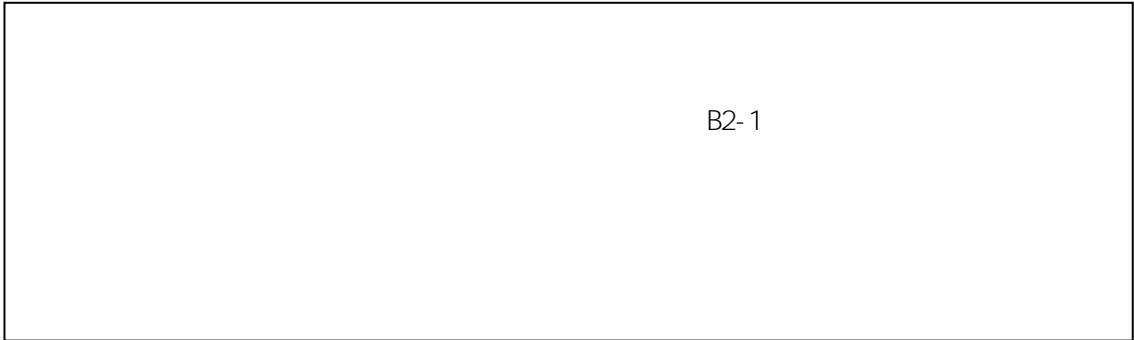
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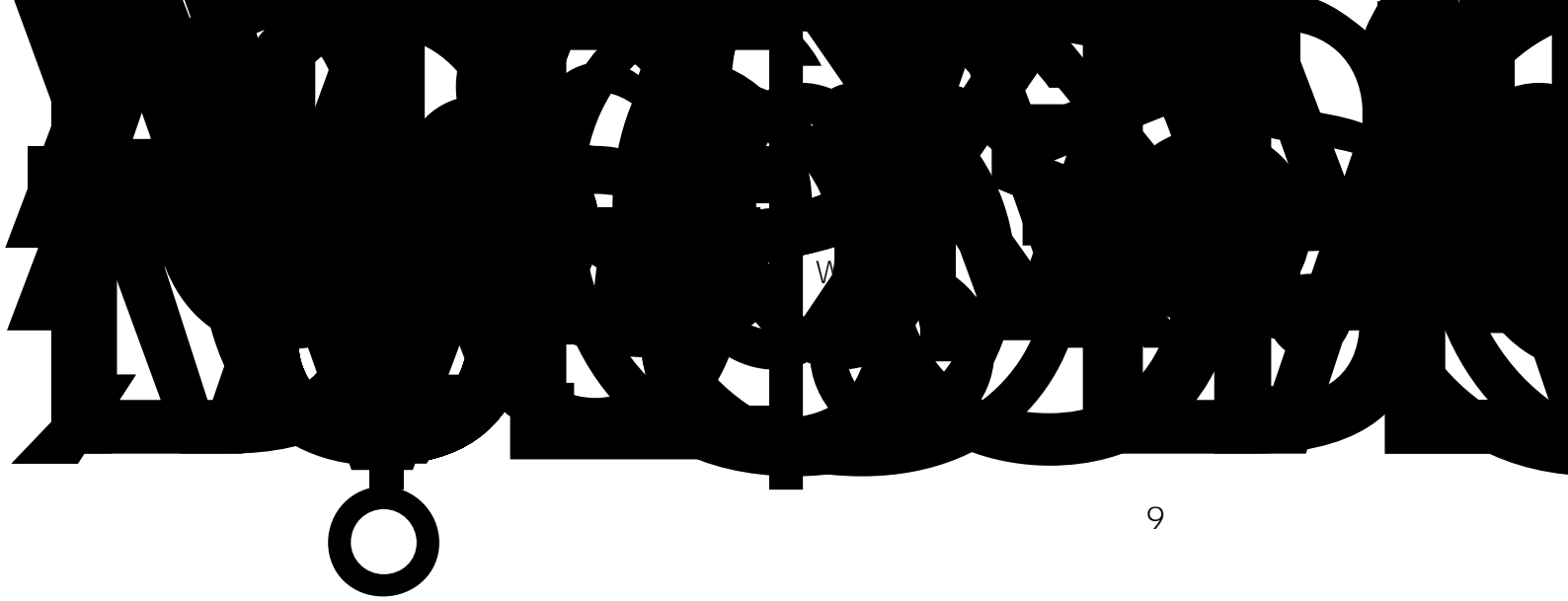
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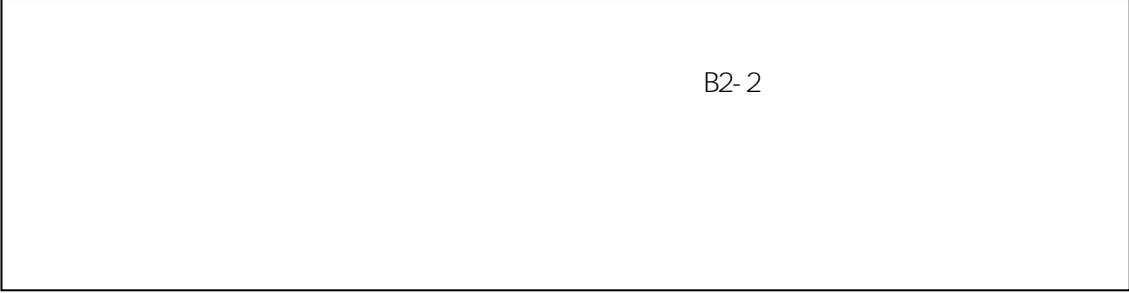
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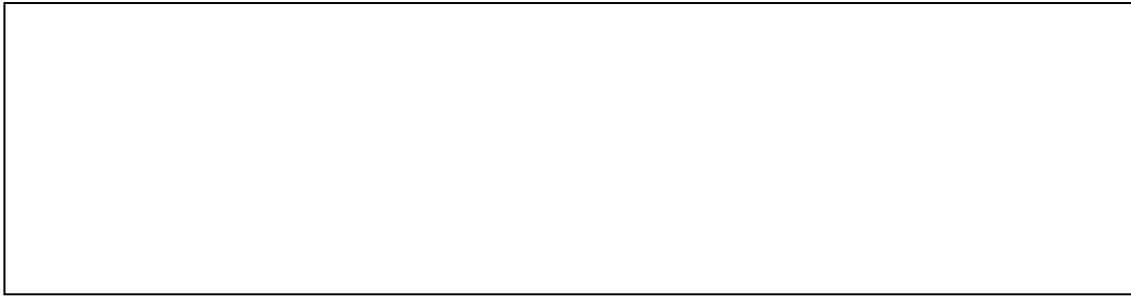
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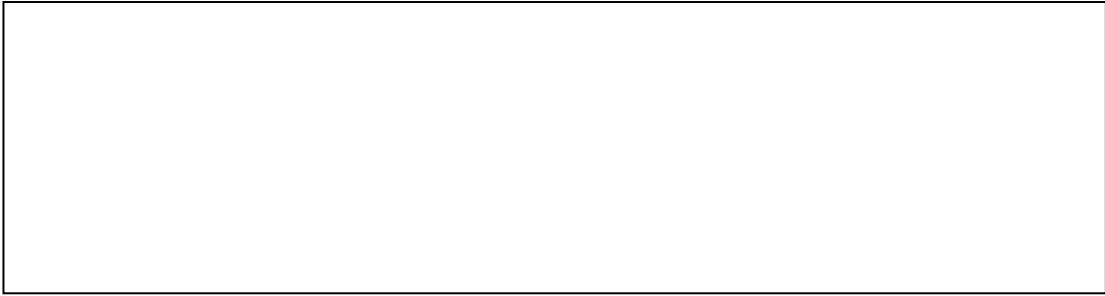
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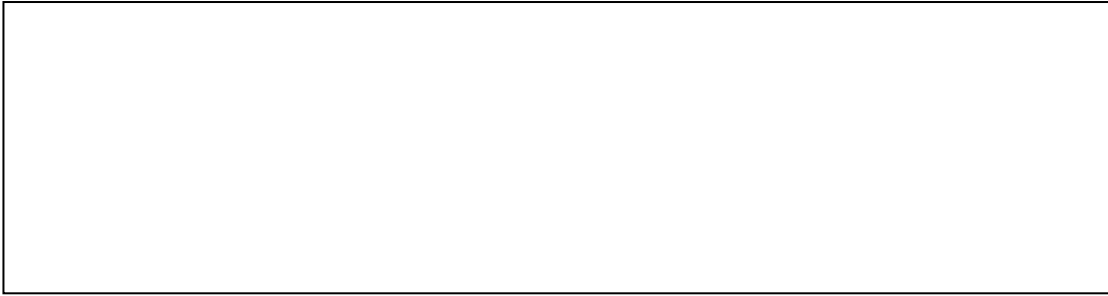
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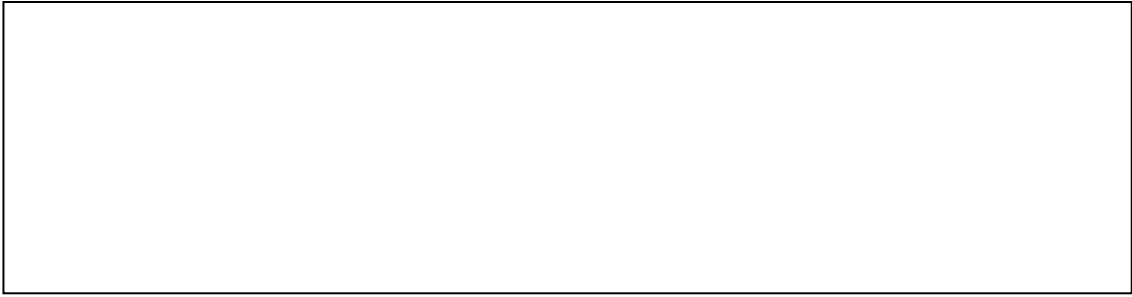
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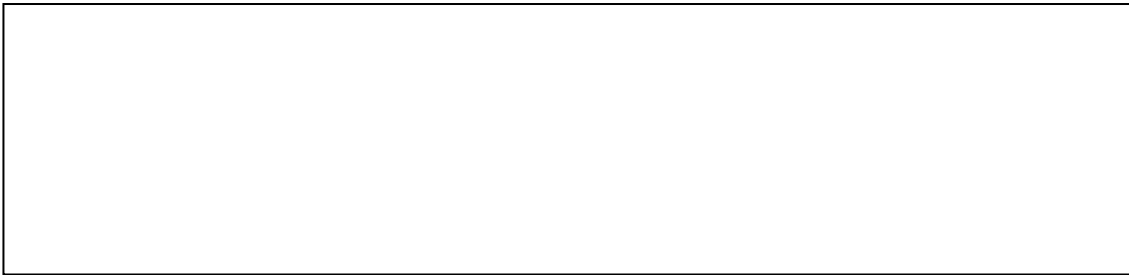
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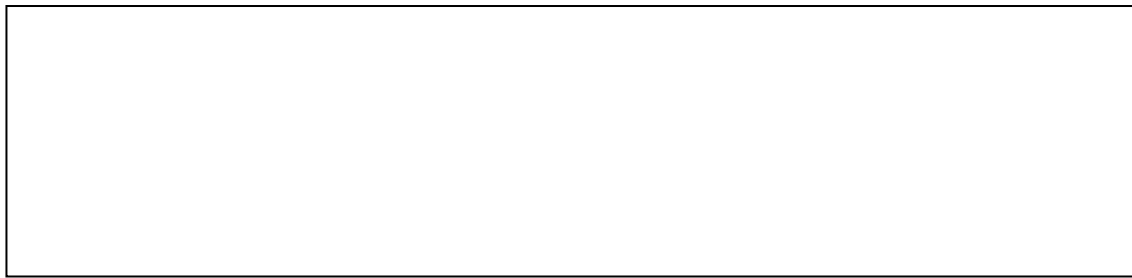
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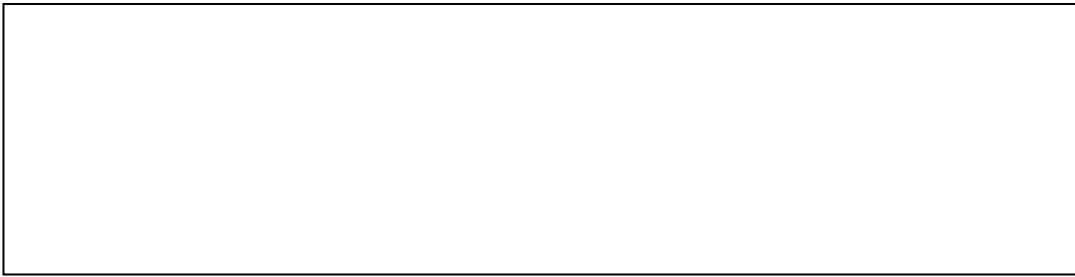
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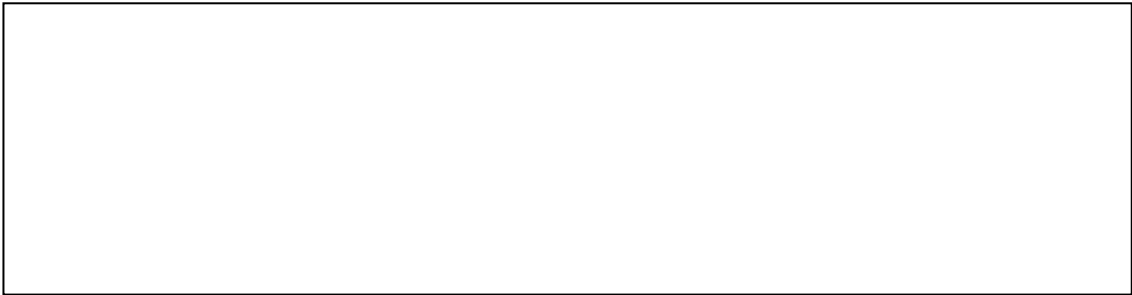
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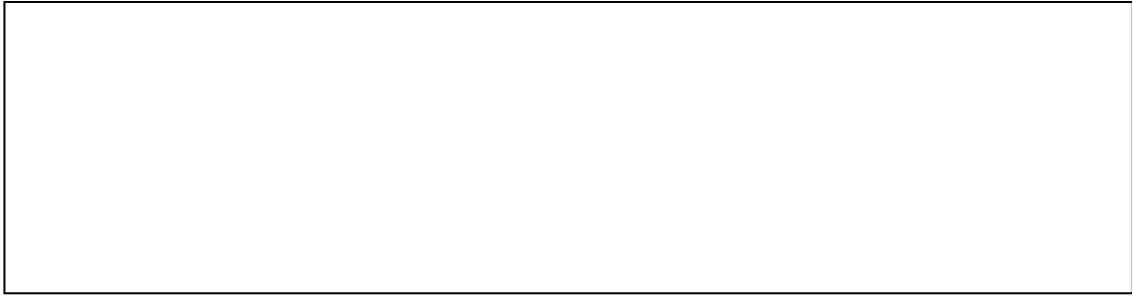
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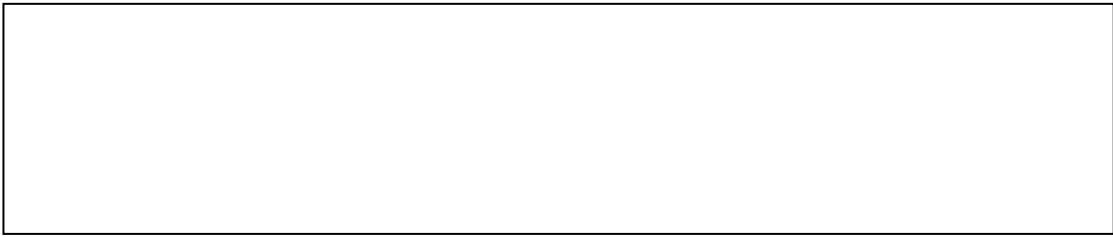
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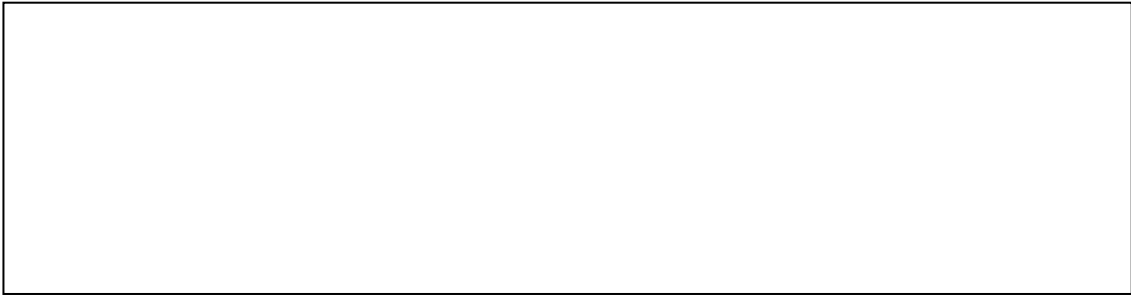
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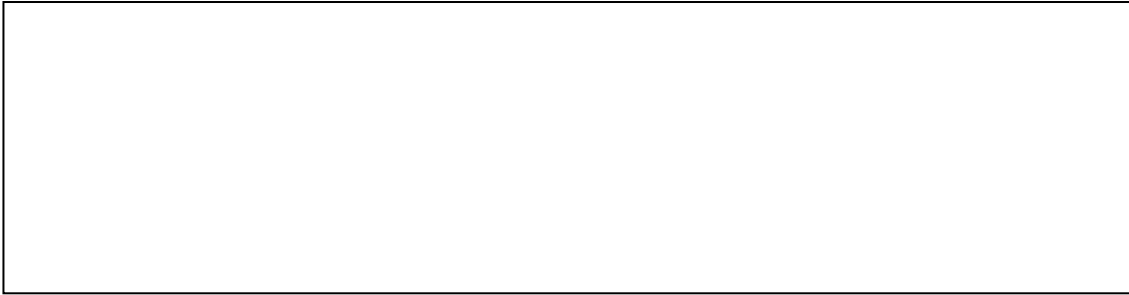
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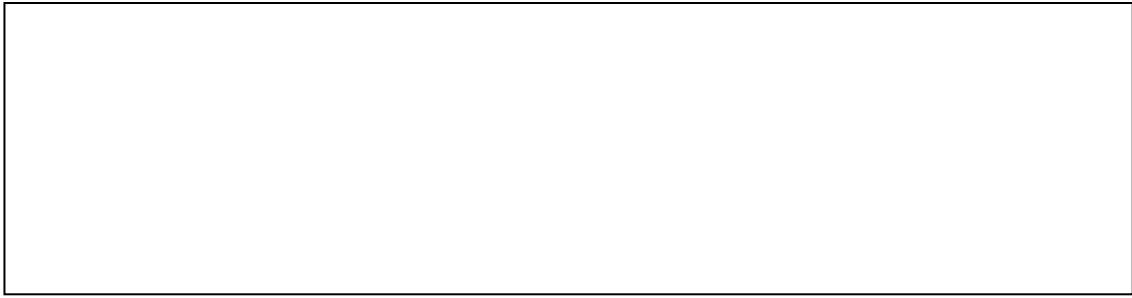
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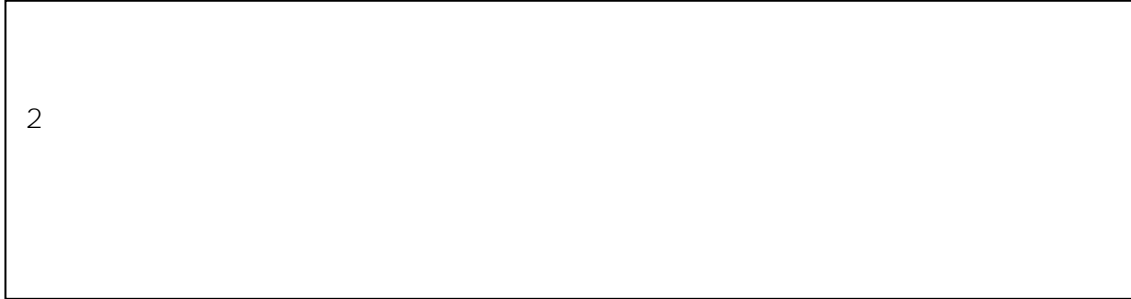
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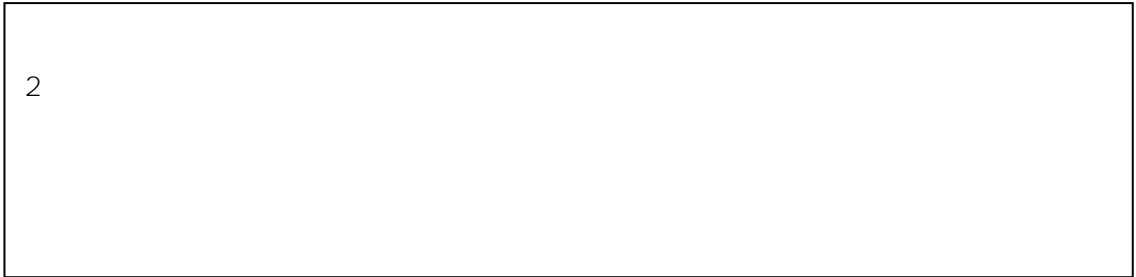
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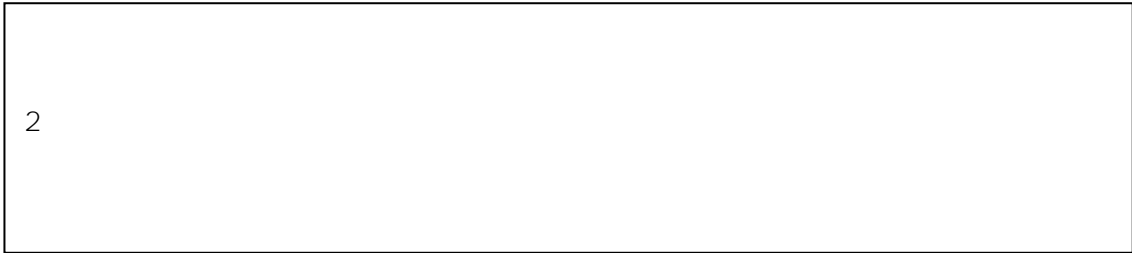
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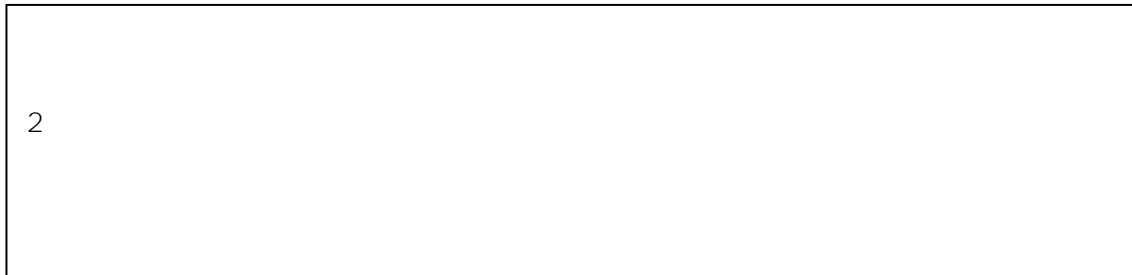
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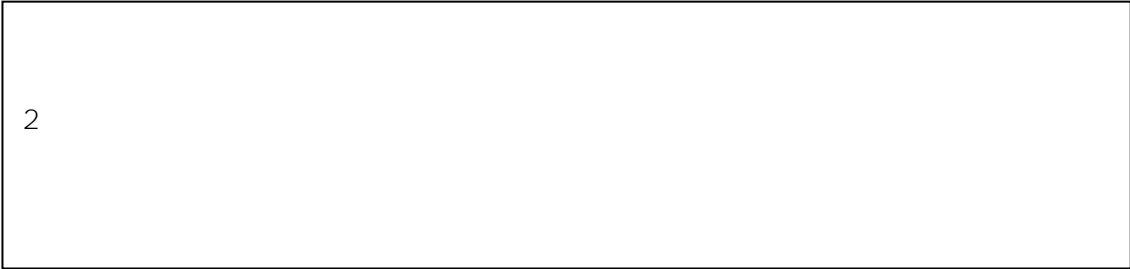
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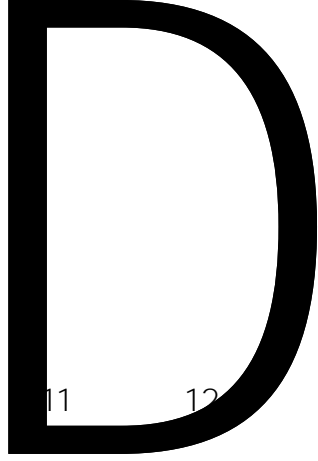
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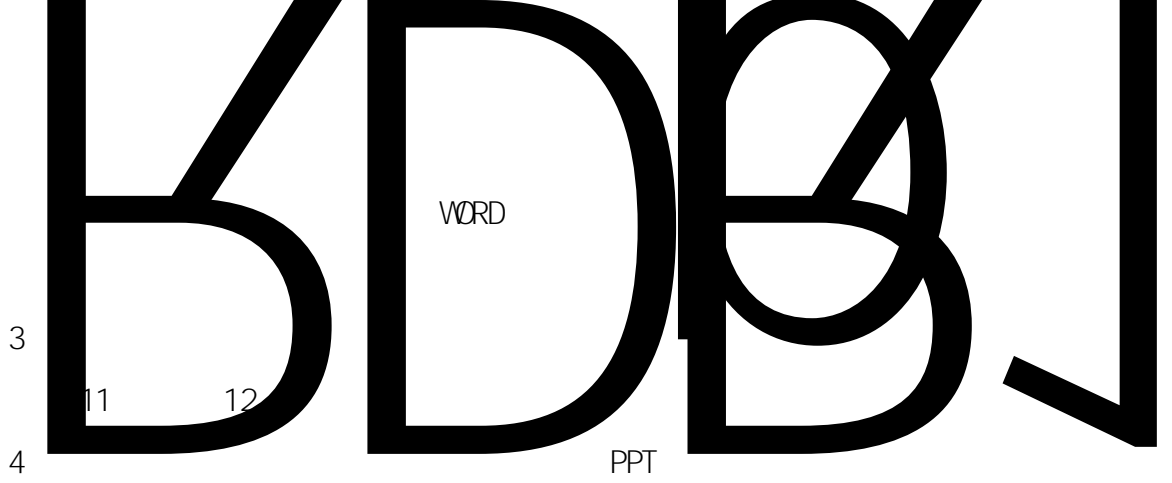
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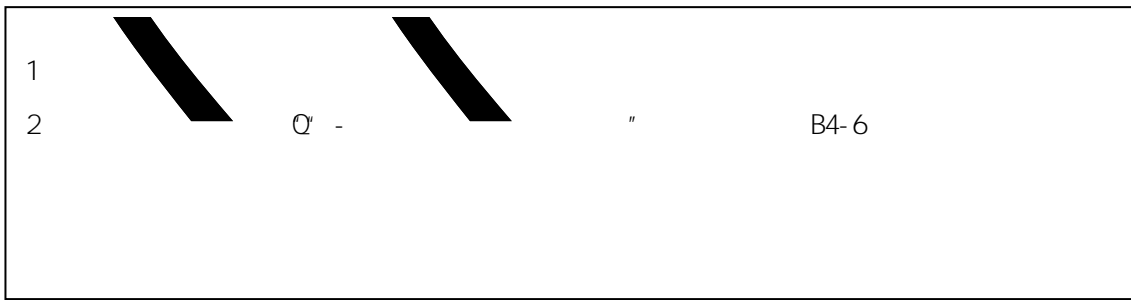
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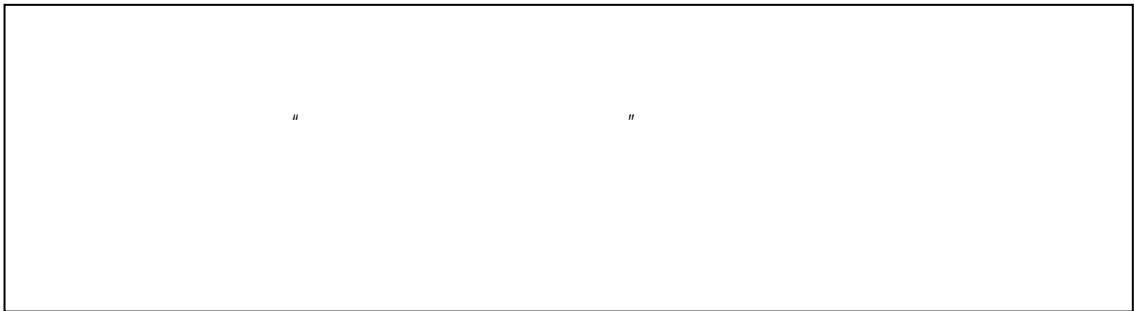
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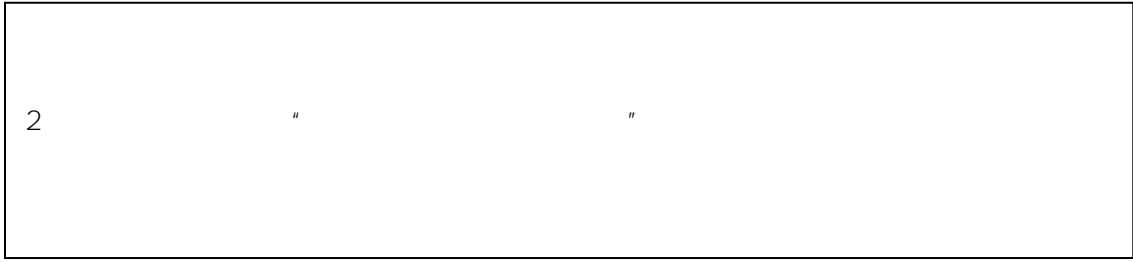
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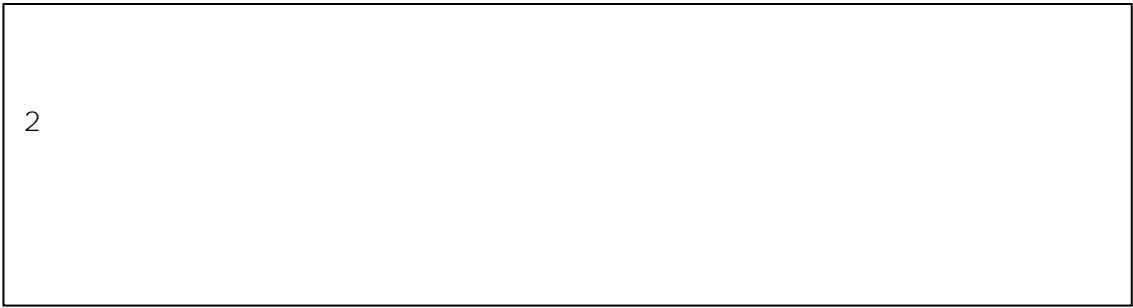
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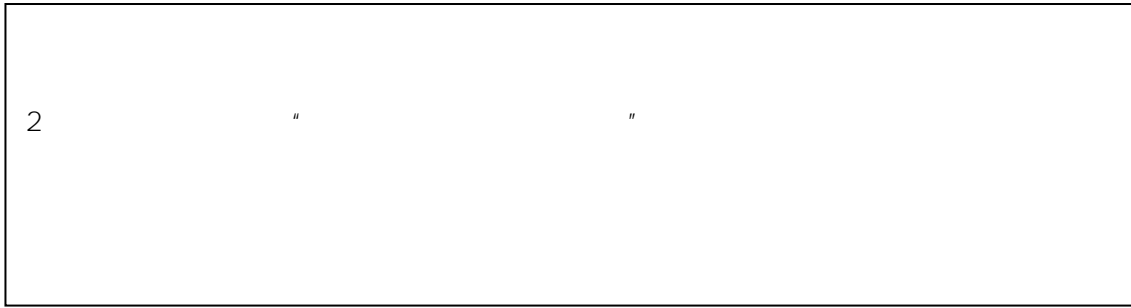
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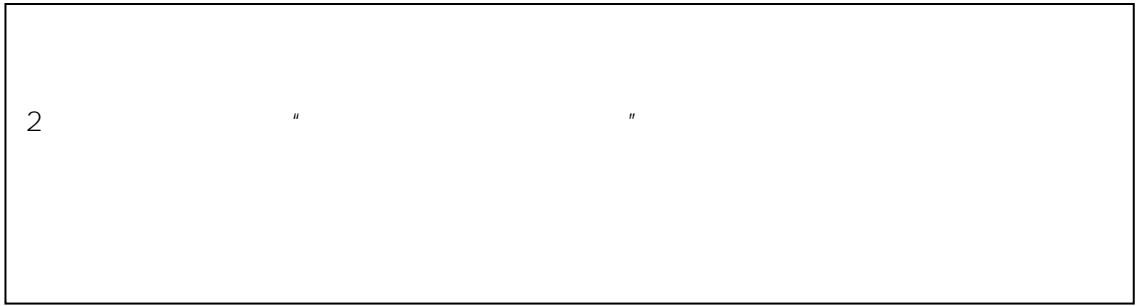
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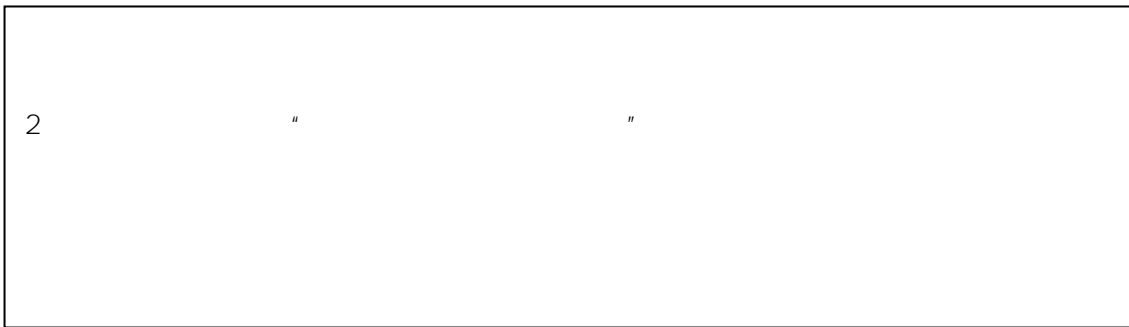
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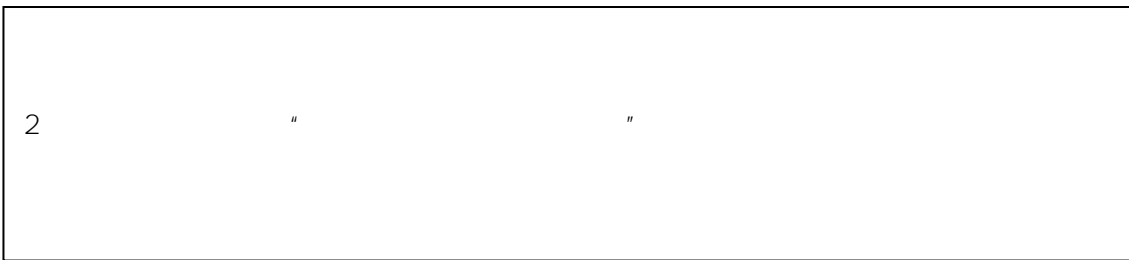
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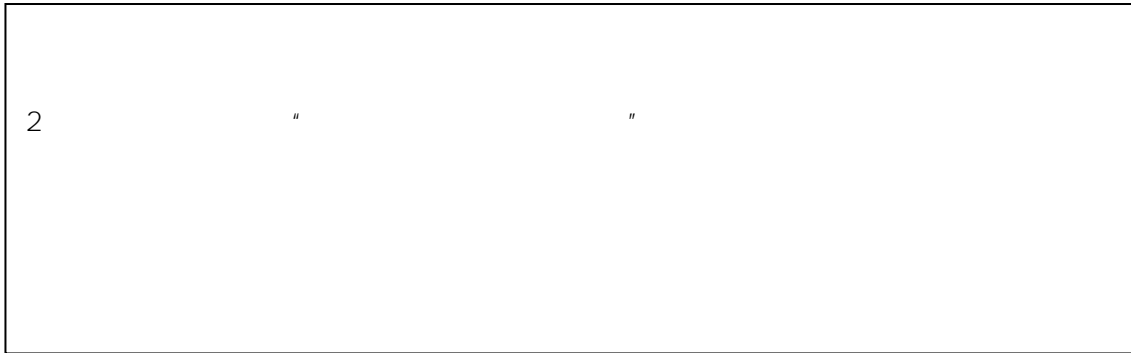
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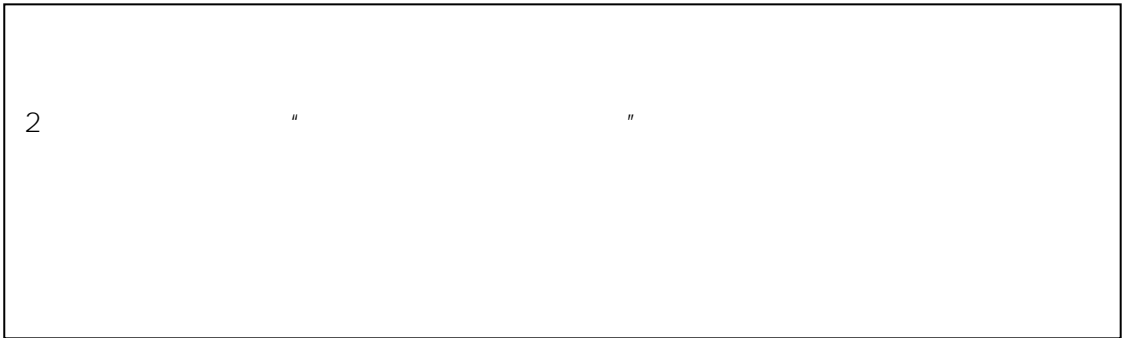
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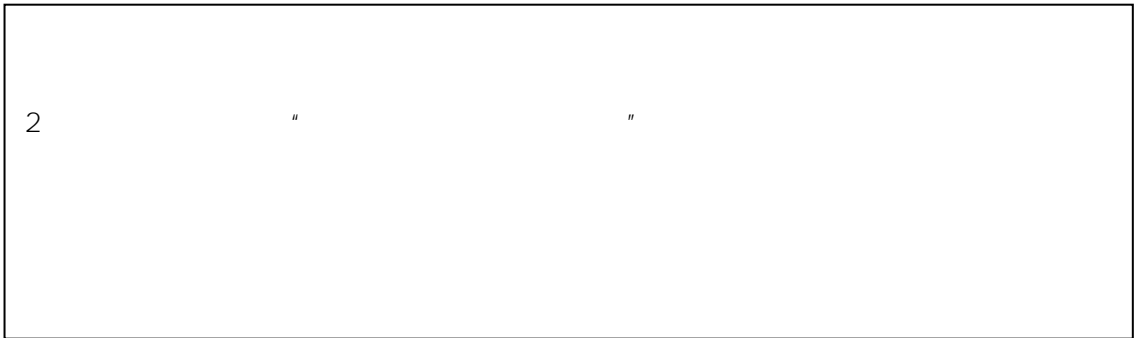
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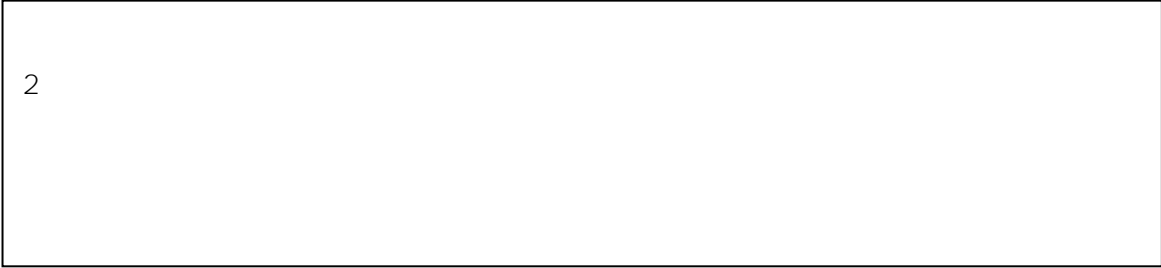
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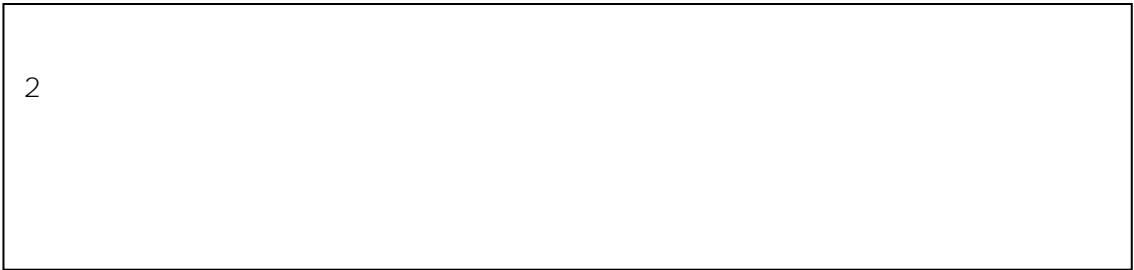
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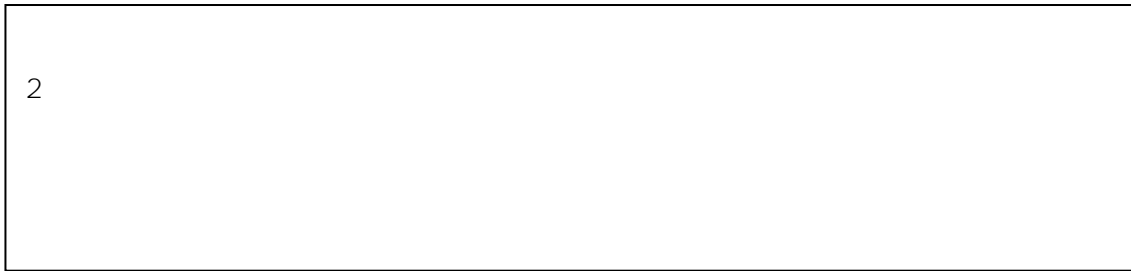
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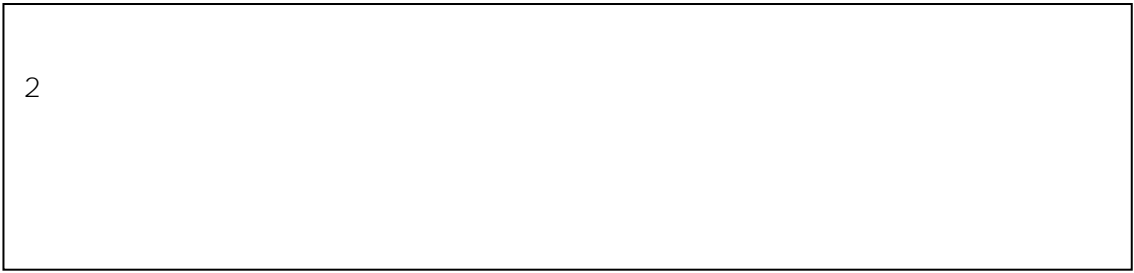
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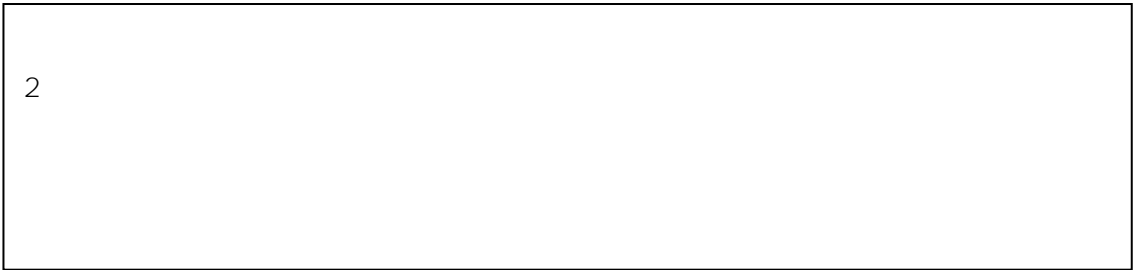
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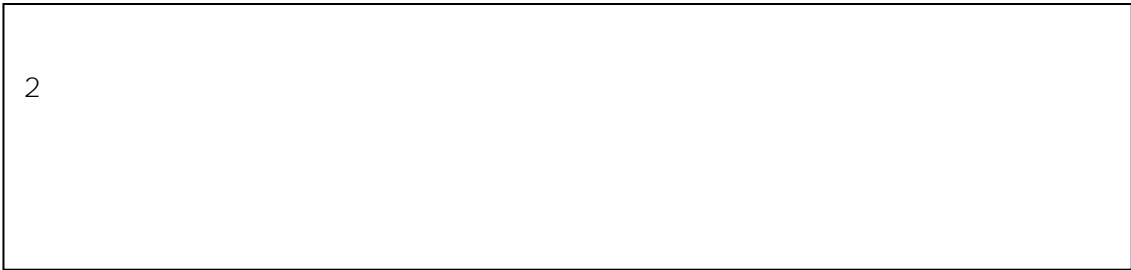
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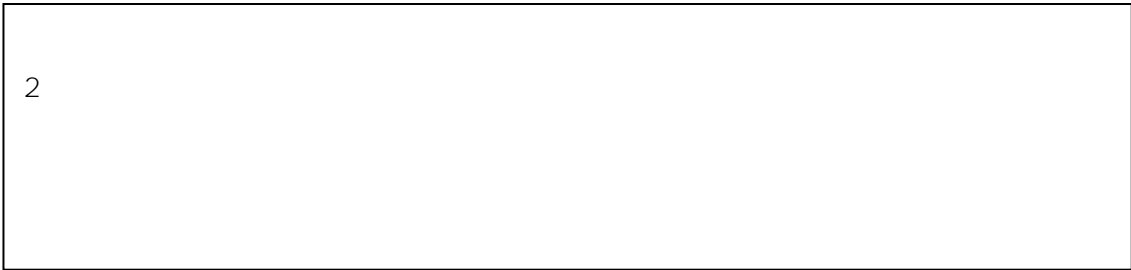
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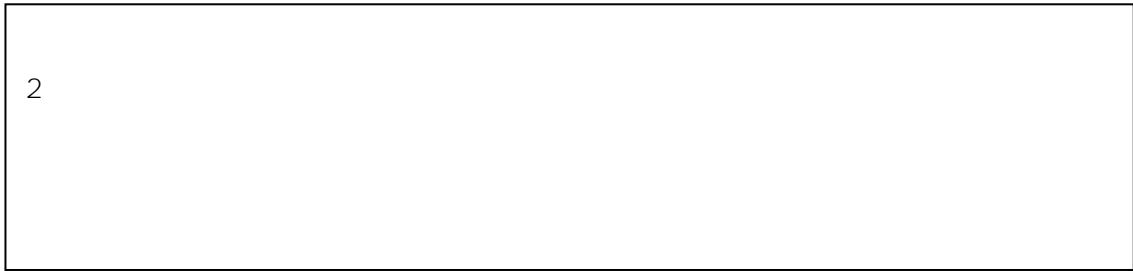
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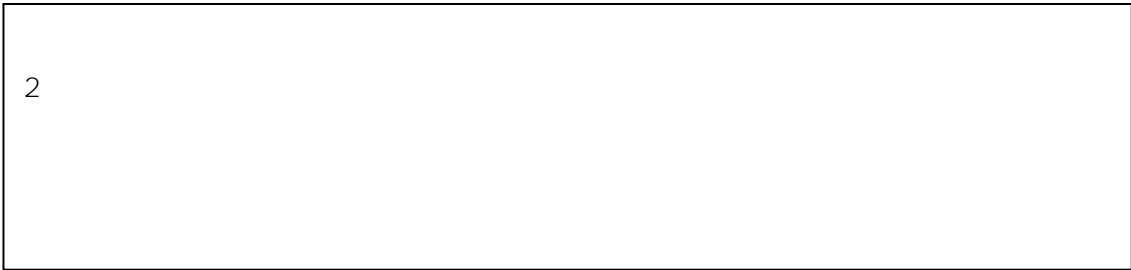
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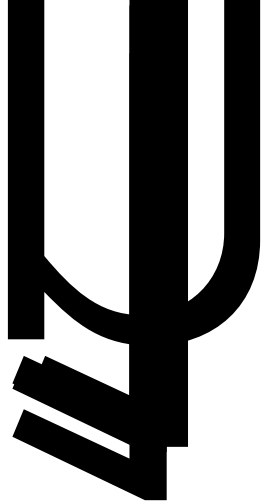
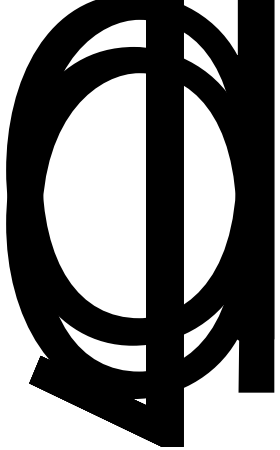
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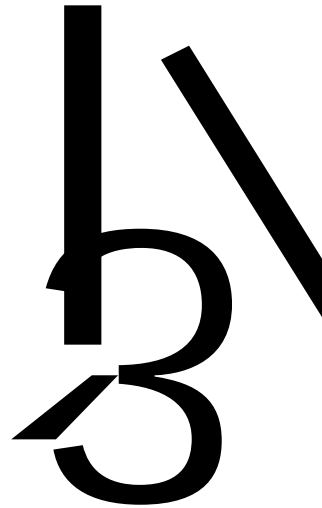
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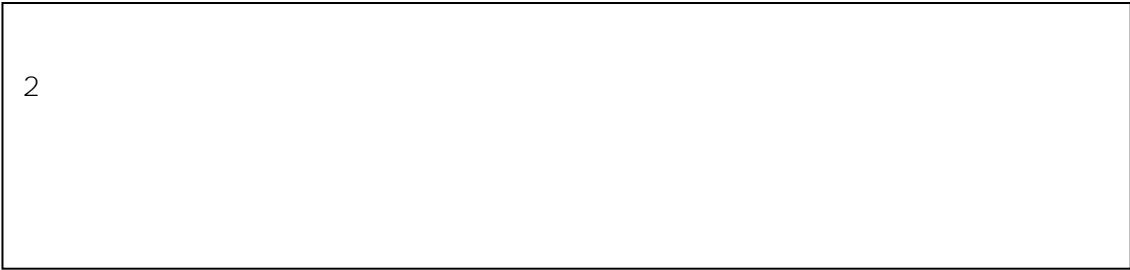
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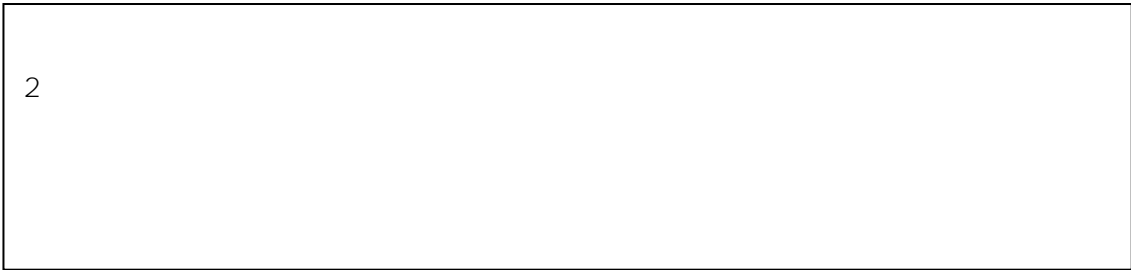
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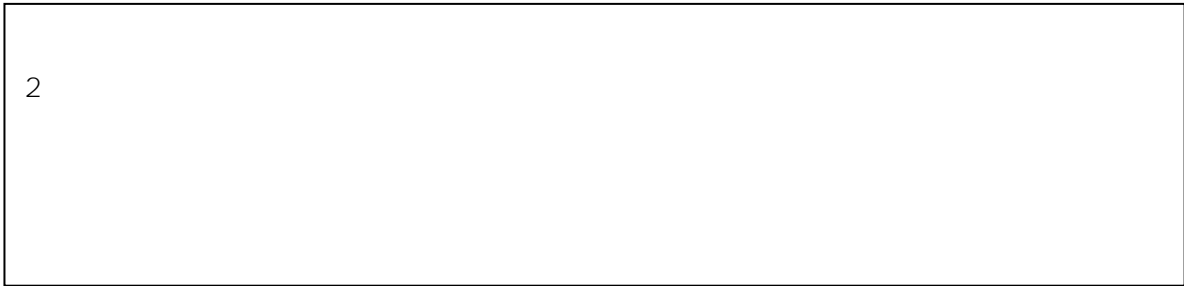
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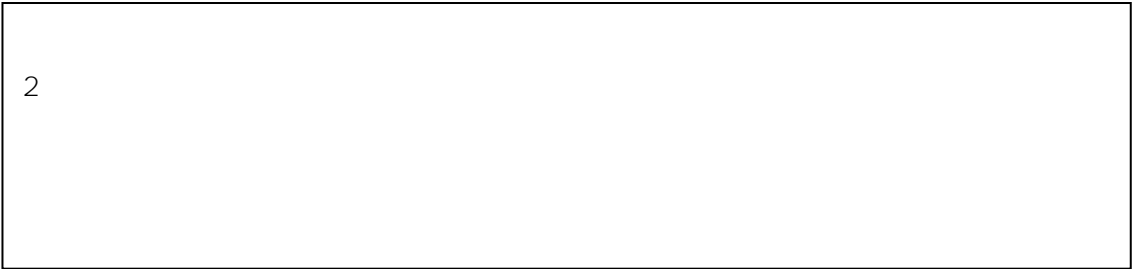
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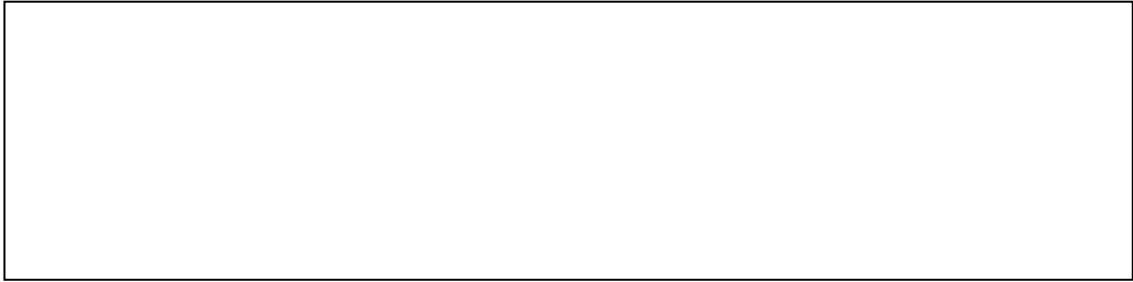
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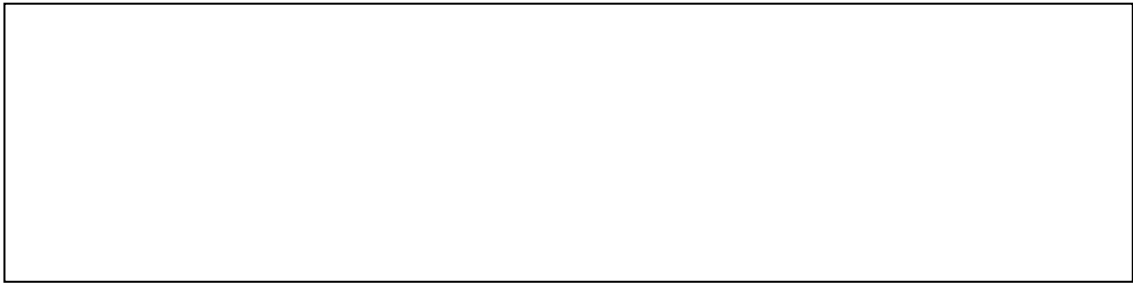
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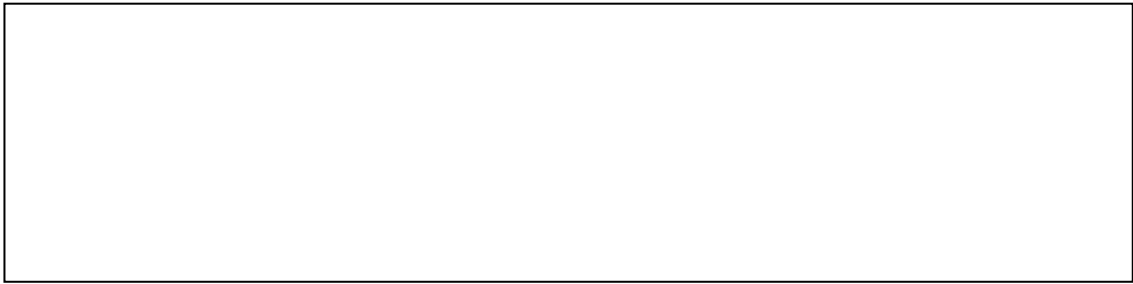
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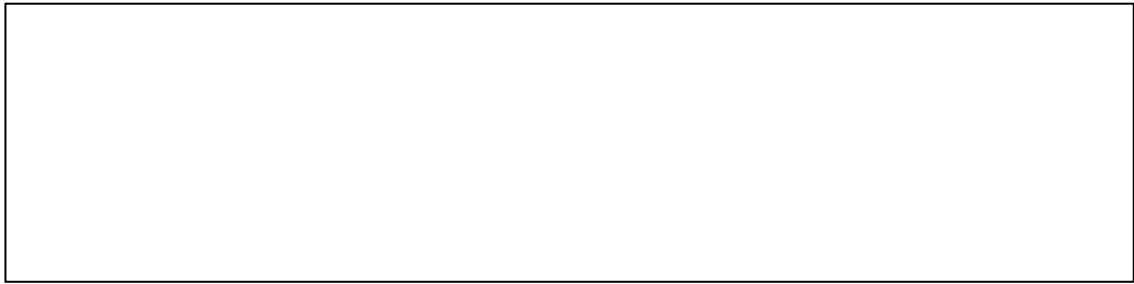
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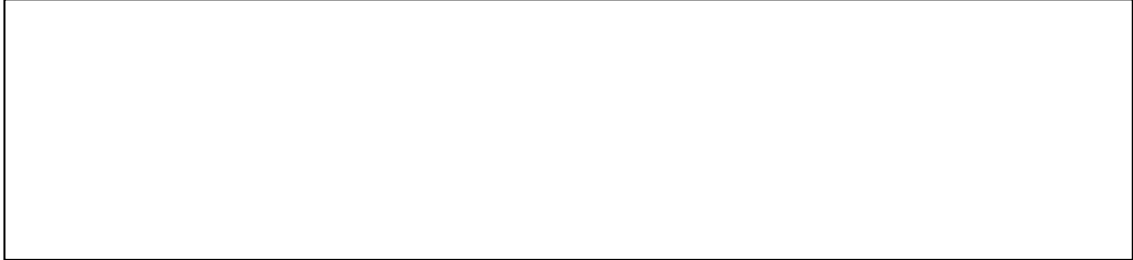
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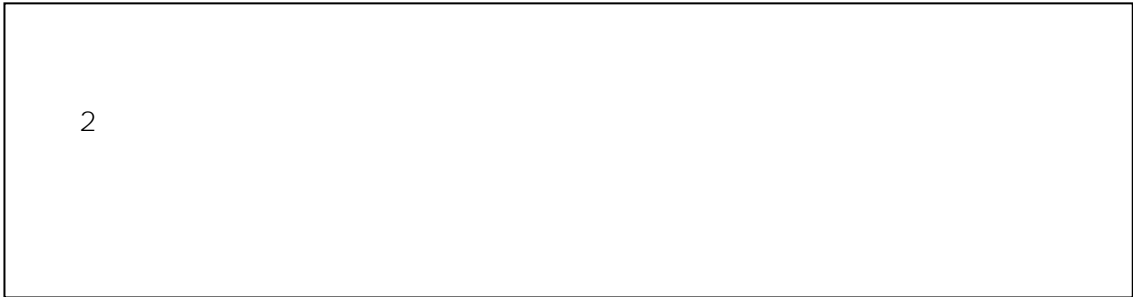
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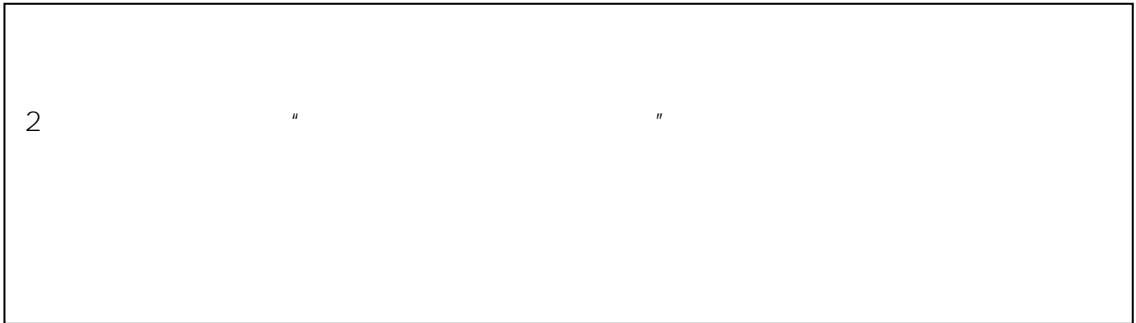
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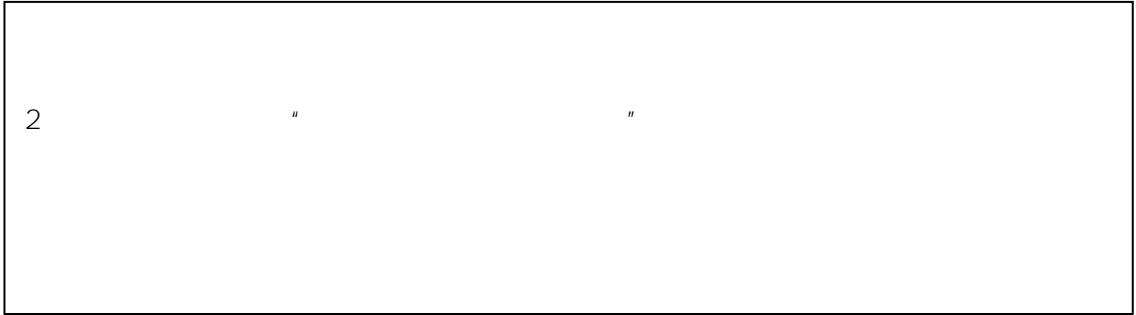
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PHOTOSHOP CS6

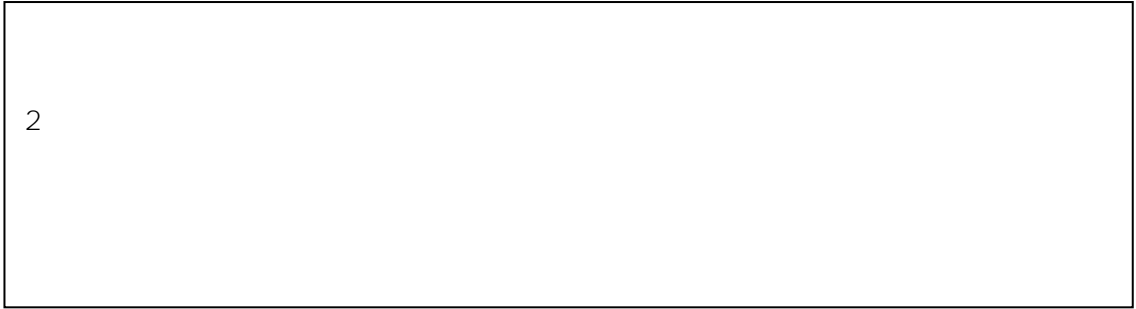
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C4-1

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C5-1



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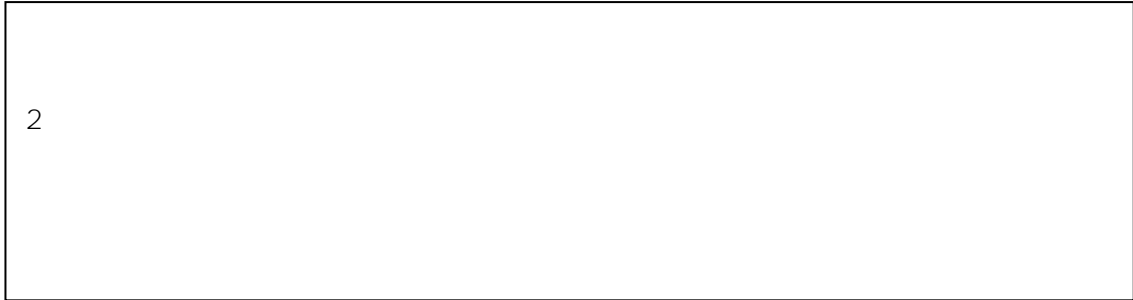
C5-1

5			2	
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OFFICE2010

PHOTOSHOP CS6

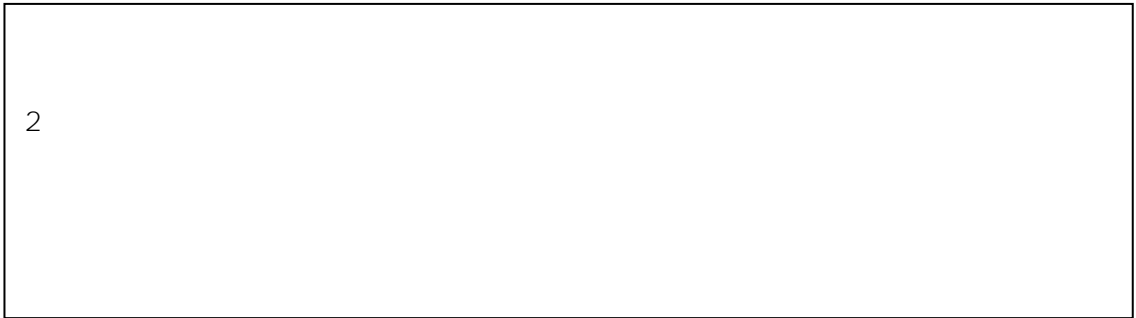
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	10		4	
			3	
			3	
	9		2	
			2	
			2	
			3	
	6		1	
		1000	1	
			4	
	PPT 22		9	
			10	
PPT 3		3		

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C5-3



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WIN7

OFFICE2010

PHOTOSHOP CS6

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C5-1

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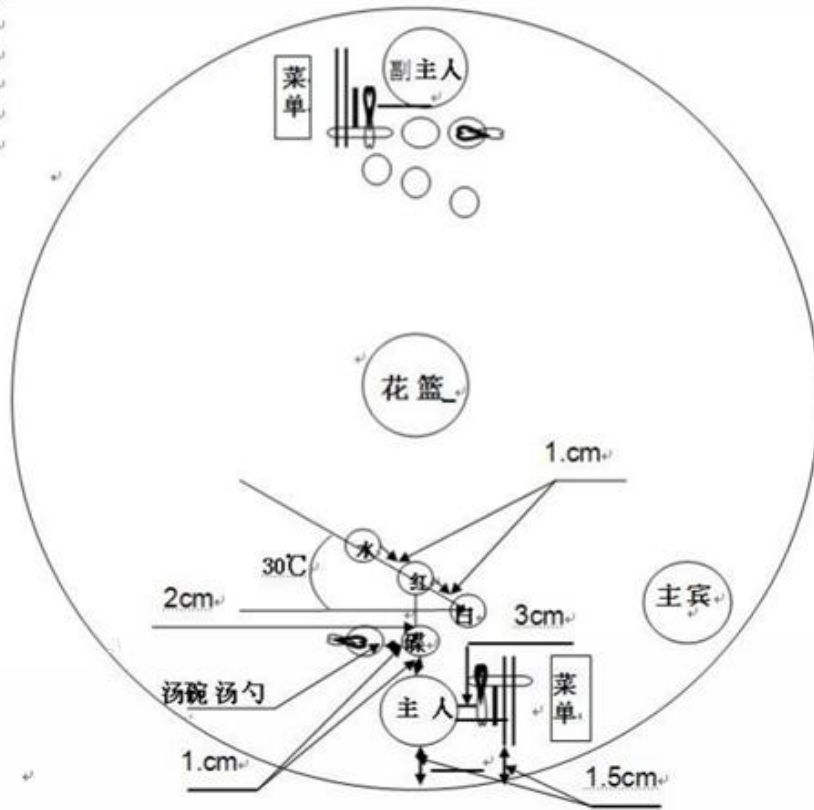
1		20 /
2		30 /
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4		50 /
5		88 /
6	SPA	180 /
7		88 /
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9		50 /
10		30 /

EVENT ORDER

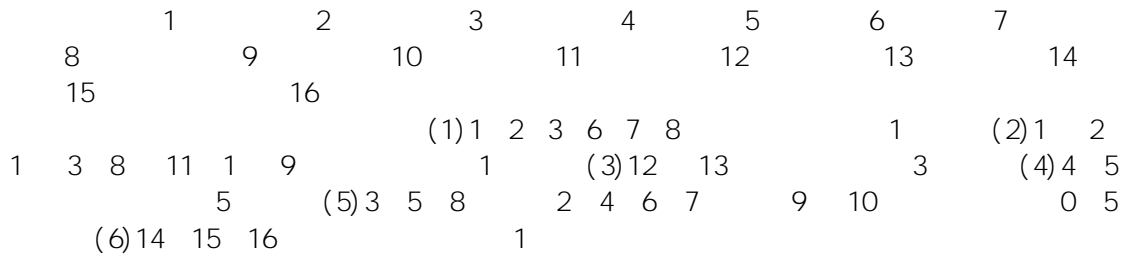
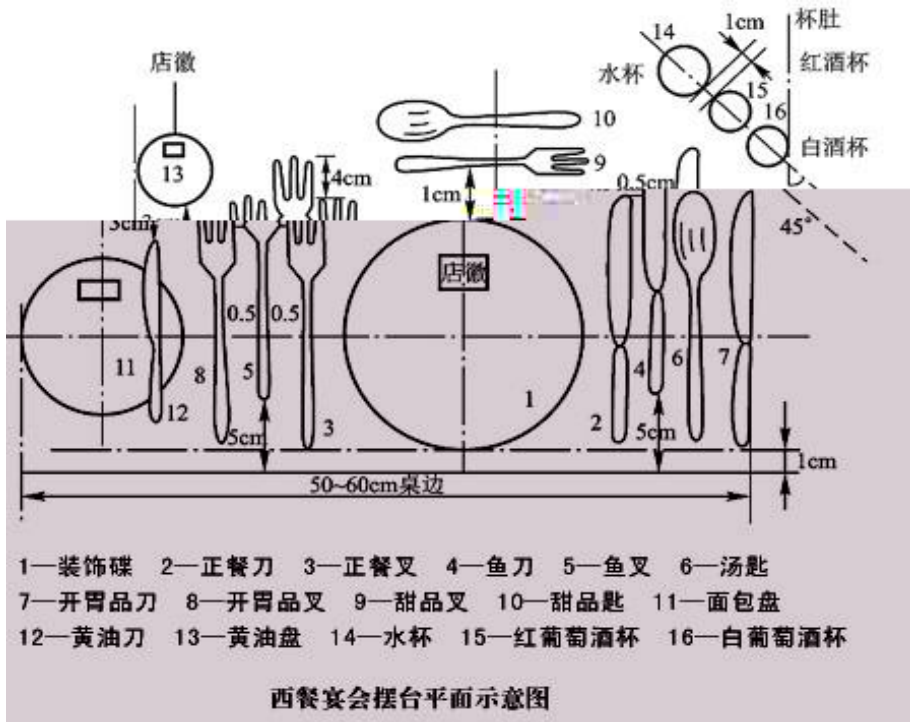
Depart:		Approved by:	
P&P:		Page :	
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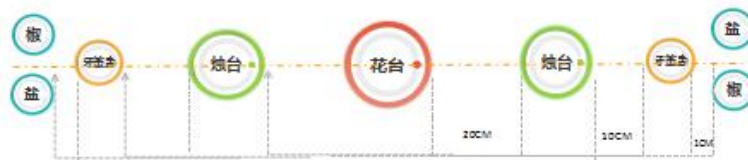
" **** "



()



西餐宴会摆台中心物品摆放示意图



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10
1



1	2	3	4	5	6	7	1	6	7
	20CM 1		2 2 1		3CM 2 3 4				2
3	5CM 3	4	1CM 5	2		2	3CM 1		1
1				0.5CM					

38 /

48 /

C 38 /

68 /

D 46 /

16 /

58 /

C 35 /

46 /

38 /

22 /

26 /

22 /

18 /

" " 18 /

22 /

48 /

20 /

B (/ & /B &) 388 /500

(/ & /D -) 228 /500

(/ & / &) 128 /500

B (/D - /B / - /D) 108 /500

(B / /D - / /B & B) 138 /500

C (B & / - /D - / /C
/B &) 210 /500

C (/C / &) 218 /500

C (& /B / / -) 188 /500

B 128 /

B 68 / 178 / 3-4

218 /

B 78 /

A () 8 588 /

B . 158 /

D 58 /

588 /

C 268 /

268 /

B 68 /

68 /

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B & 46 /

B 48 /500

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B 500 48 /

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8 500 148 /

A 500 26 /

(D) 600 16 /

500 20 /

600 12 /

C 245 9 /

355 12 /

B B 300 35 /

D C 355 10 /

C 355 8 /

355 8 /

330 26 /

B 330 26 /

295 20 /

1 25 88 /

295 20 /

1 25 88 /

C & 295 22 /

C & 1 25 98 /

& 295 26 /

& 1 25 108 /

C 295 22 /

C 1 25 98 /

42 /	38 /
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() 128 /	58 /
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Appeti zer

5A 98 /

- B &

88 /

68 /

- A C

48 /

B

38 /

B B

78.00 /

B

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A A C

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C

Soup

98 /

- B & B 78 /

C

68 /

B B
58 /

C B
48 /

B 28 /

C 38 /

32 00 /

C 32 00 /

C 32 00 /

B 46.00 /

C 32 00 /

32 00 /

D C C 48.00 /

B C 48.00 /

C C 48.00 /

52 00 /

Fish and Seafood

55.00 /

B 65.00 /

B C 65.00 /

C A 78.00 /

B	B	48.00 /
C	C	78.00 /
- C		78.00 /
B		58.00 /
C	B	58.00 /
		68.00 /

Sal ad

		48 /
		48 /
C	- D	
		38 /
C		
		38 /
B		
		28 /
		28 /
		28 /
B	C	
		68.00 /
C		48.00 /
A	C	58.00 /
A	C	68.00 /

A B

D

48.00 /

Main Course

138 /

-B

B

108 /

108 /

-

98 /

88 /

88 /

B

88 /

C

A

C

B

78 /

,

48 /

B

A

48 /

B C

- 48 /

48 /

C - A

48 /

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C

48 /

B B

48 /

B B

38 /

B B

38 /

B

98.00

50 , 150

C B

78.00

200

A

88.00

250

78.00

200

- D B B B 68.00

250

B - B 88.00

250

B C 75.00

250

- B 108.00

300

128.00

250

A 68.00

200

Min Food

28 /

28 /

C B

28 /

18 /

B B

18 /

C

18 /

C & C

Dessert

38 /

C

38 /

C

28 /

D

28 /

18 /

3

C

46.00

A

C

52 00

B

C

B

48.0.

C

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C

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C

C

C

58.00

C

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68.00

C B 58.00

48.00

coffee

20 / ()

C

C

() 26 /

() 26 /

D

26 /

A

28 /

C

26 /

C

26 /

C

C 38.00 /

C 48.00 /

B C 48.00 /

Mock tails

58 /

10 /

10 /

C 10 /

10 /

D 38.00 /

38.00 /

38.00 /

38.00 /

38.00 /

18 /

18 /

18 /

18 /

28 /

28 /

Cocktails

48 /

22%

38 /

41%

:

38 /

35%

38 /

31%

38 /

18%

28 /

20%

28 /

18%

Wine

	& C		80.00/
98	98 C	C	198.00/
	96	96	280.00/
	D		100.00/
		C ()	180.00/
		C	218.00/
	C	D	880.00/
		C	280.00/
	C	. B	180.00/
	C		220.00/

Spirits

Cognac

...	...	280.00/
...	...	280.00/
...	...	280.00/

Whisky

12	C	12	280.00/
12	B	12	280.00/
			280.00/
	D		280.00/
	B		180.00/
	C	C	180.00/

Vodka

A		180.00/
		180.00/
		180.00/

Gin

		120.00/
B		120.00/

Rum

B		180.00/
C		180.00/

Tequila

160.00/

C

160.00/

Cocktails

50.00/

50.00/

50.00/

B

50.00/

80.00/

C

80.00/

80.00/

80.00/

Soft Drink

C C

20.00/

D C

20.00/

20.00/

10.00/

10.00/

D

20.00/

A

20.00/

20.00/

20.00/

Dessert

30.00/

C

20.00/

B

30.00/

20.00/

C

20.00/

C

20.00/

20.00/

Part one: r o ë

Part two: The duty manager will come here soon.

Part three: My I have your name please

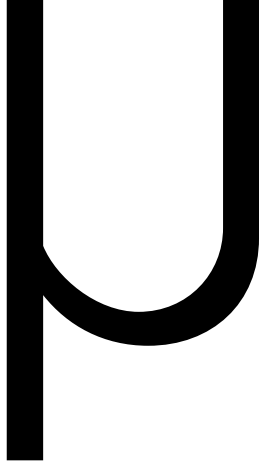
Part one:

Part two: the passport is down in some, not only, the phone

number; the date and time of the reservation, and so on.

: A5-7 ()

Part three: e f o.



Part three: They

Part two: How would you like to pay, in cash or by credit card?

Part three: I will offer them the menu and introduce the flavor, the taste, the popular dishes and so on.

: A5-17 ()

Part one:

Part two: I feel terribly sorry. This is the busiest season and all kinds of rooms are fully booked.

Part three: Sure//No problem I will get all of them for you and come up in about five minutes.

: A5-18 ()

Part one: 1,000

Part two: I am here to collect the laundry. // I have come here to collect the laundry.

Part three: I will go with him to his room to have a check, and have his key changed if necessary.

: A5-19 ()

Part one:

Part two: Sorry to have kept you waiting.

Part three: I will first apologize to the guest then find out the reason, and try to improve the service.

: A5-20 ()

Part one: -

Part two: I assure you it will never happen again.

Part three: I would ask the guest whether he has enjoyed the dinner.

A	A1	1	1	8	A1-1		(30%)
		2	1	8	A1-2		
	A2	3	1	8	A2-1		
	A3	4	1	22	A3-1		
	A4	5	1	22	A4-1		
	A5	6	20	7	A5-1 A5-30		
B	B1 VIP	7 VA	5	180	B1-1 B1-5		50%
		8 VB	5		B1-6 B1-10		
		9 VC	5		B1-11 B1-15		
	B2	10	5	180	B2-1 B2-5		
		11	5		B2-6 B2-10		
		12	5		B2-11 B2-15		
		13	5		B2-16 B2-20		
	B3	14	2	180	B3-1 B3-2		

		29	1		C4- 3		
	C5	30	1	180	C5- 1		
		31	1		C5- 2		
		32	1		C5- 3		
		14	32		123		