

# 中职酒店服务赛项专业英语问答赛卷

## 一、 餐饮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.

问：询问客人是否预订了您的餐厅。

A: Good evening. Do you have a reservation?

答：晚上好。你有预约吗？

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

问：如何查看预订的客人姓名？

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

答：晚上好。您是以谁的名义预订的？

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

问：客人需要一张 4 人桌，他们想在安静的地方用餐。

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

答：很好。这边请。这是一张靠窗的四人桌，可以俯瞰湖景。这里非常安静。

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

问：能否解释一下酒店成人和儿童早餐的规定吗？

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

答：可以，我们提供每位成人 128 元的早餐，6 岁以下儿童免费。

5. Q: If you want to confirm the reservation of the dinner, what will you say?

问：如果你想确认晚宴的预订，你会说什么？

A: I will say “Good evening, sir. I’d like to confirm your reservation. May I have your name, please?”

答：我会说“晚上好，先生。我想确认您的预订。我可以知道你的名字么？”

6. Q: Inform the guest that the restaurant is fully booked this evening, and suggest him to book a table for tomorrow evening.

问：通知客人今晚餐厅已订满，并建议他预订明晚的餐桌。

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

答：对不起。我们今晚已经订满了。明天怎么样？明天晚上我们还有一些不错的桌子可供使用。

7. Q: What would you do when the guest complains that the restaurant is too noisy?

问：当客人抱怨餐厅太吵时，你会怎么做？

A: I will apologize and say “let me see if we can find a table on the other side of the restaurant, it is a bit quiet there.”

答：我会道歉并说“让我看看我们能不能在餐厅的另一边找到一张桌子，那里有点安静。”

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

问：询问客人对食物的喜好，中餐、西餐、日餐或韩餐。

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

答：你喜欢哪种风格的美食？我们在这里供应中餐、西餐、日餐和韩餐。

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

问：你们如何在晚上为客人点菜？

A: Good evening. May I take your order now? / Are you ready to order now?

答：晚上好。我现在可以接受您的订单吗？ / 您现在准备好订购了吗？

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

问：你如何要求客人查看他的账单？

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

答：这是你的账单。请检查一下。水果套餐是免费的。

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

问：上桌看看您的服务是否满意。通知客人最后一道菜是甜点。

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

答：一切都让您满意吗？所有的菜都按照菜单上的，除了后面的甜点。

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

问：询问客人对果汁的偏好。

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

答：你喜欢哪种果汁？我们有葡萄汁、猕猴桃汁和橙汁。

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

问：询问客人选择的酒。

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

答：你想要一瓶红酒配你的西冷牛排吗？

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

问：为客人端上甜点时，你会说什么？

A: Here is your dessert. Please enjoy.

答：这是你的甜点。请享受。

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

问：问客人他想怎么做牛排。

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

答：你的牛排要几分熟？三分熟，五分熟还是全熟？

16. Q: What is the duty of a Food and Beverage Manager?

问：餐饮经理的职责是什么？

A: A Food and Beverage Manager is in charge and directs the work of the Department.

答：餐饮部经理负责并指导本部门的工作。

17. Q: Tell the guests the general sequence of a Chinese dinner.

问：告诉客人中餐的大致顺序。

A: Chinese dinner usually starts with cold dishes and ends with a soup.

答：中式晚餐通常以凉菜开始，以汤结束。

18. Q: What do you recommend if the guest orders a fresh white water fish?

问：如果客人点了新鲜的白水鱼，您有什么建议？

A: May I suggest steaming the fish to retain its freshness?

答：我可以建议将鱼蒸熟以保持其新鲜度吗？

19. Q: How do you ask about the guest's preference for buffet or a la carte service?

问：您如何询问客人对自助餐或点菜服务的偏好？

A: How would you like your dinner served? A buffet or an a la carte service?

答：你希望你的晚餐如何供应？自助餐还是点菜服务？

20. Q: How do you ask about the guest's preference for salad?

问：如何询问客人对沙拉的喜好？

A: What kind of salad would you prefer? We have Ham Salad, Prawn Salad, and Fresh Vegetable Salad.

答：你喜欢哪种沙拉？我们有火腿沙拉、虾沙拉和新鲜蔬菜沙拉。

21. Q: How do you respond to a guest's compliments to your service?

问：您如何回应客人对您服务的称赞？

A: Thank you for your compliments. It's our greatest pleasure to be of service.

答：谢谢您的夸奖。能够为您服务是我们最大的荣幸。

22. Q: How do you ask the guest where he or she would like to sit?

问：您如何询问客人他或她想坐在哪里？

A: Which table do you prefer, by the window or near the door?

答：你喜欢哪张桌子，靠窗还是靠门？

23. Q: Ask the guest what vegetable he'd like to have with his chicken.

问：问客人他喜欢吃什么蔬菜配鸡肉。

A: What vegetable would you like to go with your Roast Chicken?

答：你的烤鸡要 d 搭配什么蔬菜？

24. Q: What do you say in seeing off the guests?

问：送客时说什么？

A: I'm glad you enjoyed. Thank you for coming! See you next time.

答：我很高兴你喜欢。谢谢你的到来！下次见。

25. Q: Tell the guest what exactly is the dish of "Spaghetti with Lamb".

问：告诉客人“羊肉意大利面”到底是什么菜。

A: "Spaghetti with Lamb" is actually lamb cooked with herbs and served with spaghetti.

答：“羊肉意大利面”实际上是用香草烹制的羊肉，配上意大利面。

26. Q: As a hostess, what's the first thing you need to find out when the guest arrives?

问：作为女主人，客人来了，你首先要知道什么？

A: I have to find out whether the guest has a reservation or not.

答：我得查清楚客人是否有预订。

27. Q: What will a bartender tell the guests about Margarita?

问：调酒师会告诉客人关于玛格丽塔的什么？

A: A Margarita is a popular cocktail made by mixing one part of tequila and three parts of dry wine and lemon.

答：玛格丽塔是一种流行的鸡尾酒，由一份龙舌兰酒和三份干酒和柠檬混合而成。

28. Q: What would you say if the guest wants to know the business hours of your restaurant?

问：如果客人想知道你餐厅的营业时间，你会怎么说？

A: We provide restaurant service from 6:30 a.m. to 10:00 p.m. every day.

答：我们餐厅的服务时间是每天早上 6 点半到晚上 10 点。

29. Q: What information do you give when introducing your restaurant to the guest?

问：在向客人介绍餐厅时，您会提供哪些信息？

A: I would tell the guest about the style, the specialties, the popular dishes, the business hours of the restaurant.

答：我会告诉客人餐厅的风格、特色菜、受欢迎的菜肴、营业时间。

30. Q: What would you say when you are recommending something to the guest?

问：当你向客人推荐东西时，你会说什么？

A: May I recommend this one, madam? / May I suggest you try this one, sir? / Would you like to take a look at this, Miss?

答：女士，我可以推荐这个吗？ / 先生，我可以建议你试试这个吗？ / 你想看看这个吗，小姐？

31. Q: After you have finished taking order for the guests, what would you say?

问：为客人点单后，你会说什么？

A: Thank you. Please wait a minute. We'll be back with your order soon.

答：谢谢。请等一分钟。我们会尽快回复您的订单。

32. Q: If the guest wants to try some dishes that are typical local specialty of Suzhou, but he has no idea what to order, what would you recommend to him?

问：如果客人想尝试一些典型的苏州地方特色菜，但又不知道该点什么，您会给他推荐什么？

A: I will recommend the Squirrel-shaped Mandarin Fish, the Quick-boiled White Shrimp, and the Stir-fried Shredded Eel with Hot Oil.

答：我会推荐松鼠鳜鱼、碧螺虾仁和油焖鳝洞。

33.Q: What would you say to the guest when you are recommending your house specialty?

问：当你推荐你家的特色菜时，你会对客人说什么？

A: Would you like to try our house specialty? It's very popular among our guests.

答：你想尝尝我们家的特色菜吗？它在我们的客人中很受欢迎。

34. Q: How do you respond to a guest's complaint about the dish being too salty?

问：客人投诉菜品太咸，您如何回应？

A: I will apologize and say: "Let me organize another dish for you".

答：我会道歉并说：“让我再为你准备一道菜”。

35. Q: If the guest tells you that his wife is a vegetarian, what would you say?

问：如果客人告诉你他的妻子是素食主义者，你会怎么说？

A: We do serve delicious vegetarian food in our restaurant. Actually the Tofu dishes are very popular among the guests.

答：我们的餐厅提供美味的素食。其实豆腐菜很受客人欢迎。

36. Q: If a guest wonders whether he could smoke at the bar, what will you probably say?

问：如果客人想知道他是否可以在酒吧吸烟，你可能会说什么？

A: I will say "Sorry,sir.Our bar is non-smoking.But we have smoking area outside the bar over there".

答：我会说“对不起，先生。我们的酒吧是禁烟区，但是我们在酒吧外面有吸烟区”。

37. Q: What would you ask when the guest orders whisky?

问：客人点威士忌时，你会问什么？

A: I will ask "Do you want it straight up or on the rocks?"

答：我会问“你想要纯的还是加冰的？”

38. Q: What is the duty of an Executive Chef?

问：行政总厨的职责是什么？

A: An Executive Chef decides on the items on the menus, and coordinates the preparation of the food and beverage.

答：行政总厨决定菜单上的项目，并协调食物和饮料的准备工作。

39. Q: What will you do when the guest tells you that there's a miscalculation in the bill?

问：当客人告诉你帐单有误时，你会怎么做？

A: I will check with the guest carefully. If there is a mistake, I will apologize and then bring the bill back to the cashier's desk to correct it.

答：我会和客人仔细核对。如果有错误，我会道歉，然后将账单带回收银台更正。

40. Q: What would you ask if the guest wants to settle his bill?

问：如果客人想结账，你会问什么？

A: How would you like to pay? In cash, by credit card, or room charge?

答：你想怎么付款？现金、信用卡还是房费？

41. Q: How do you make sure of the number of people in the dinner party?

A: How many people are there in your party?

答：你们一共有多少人？

42. Q: How do you ask the guests who is paying for the dinner?

问：你怎么问客人谁支付晚餐？

A: Do you want separated bills or just one single bill? / May I know who is paying, please?

答：你想要分开的账单还是一张单子？ / 我可以知道谁在付款吗？

43. Q: How do you ask the guests to take their seats?

问：如何请客人入座？

A: Would you please take your seats?

答：请您就座好吗？

44. Q: What do you ask to see if the guest would like to have an aperitif before ordering?

问：点餐前看客人想喝开胃酒，问什么？

A: Would you like an aperitif before you order? / Do you care for a drink before you order?

答：点餐前要开胃酒吗？ / 点餐前您想喝一杯吗？

45. Q: If the guest complains that the soup is cold, what should you do?

A: I will apologize to the guest and promise to return the soup to the chef immediately and get a fresh hot bowl of soup for the guest.

答：我会向客人道歉，并承诺立即将汤还给厨师，并为客人准备一碗新鲜的热汤。

46. Q: What question would you ask further when the guest orders coffee?

问：当客人点咖啡时，您会进一步问什么问题？

A: Would you like your coffee black or white? / Would you like your coffee with cream or milk?

答：你要黑咖啡还是白咖啡？ / 你想要加奶油还是牛奶的咖啡？

47. Q: What are the five main kinds of restaurant services?

问：餐饮服务主要有哪五种？

A: There are mainly 5 kinds of restaurant services. They are gueridon service, silver service, plate service, buffet service and takeaway service.

答：饭店服务主要有 5 种。他们是迎宾服务，席间服务，餐盘服务（美式），自助餐服务，外卖服务

48. Q: What's the standard of excellence for restaurant service in a deluxe hotel?

问：豪华酒店餐厅服务的卓越标准是什么？

A: The restaurant service in a deluxe hotel is expected to be fast, polite, very professional and of top quality.

答：豪华酒店的餐厅服务应该是快速、礼貌、非常专业和高质量。

49. Q: Tell the guests about the choices they have for main course.

A: What would you like to have for main course? We have Sirloin Steak, Roast Lamb, Grilled Prawns and Scallops with Ginger Sauce.

答：主菜你想吃什么？我们有西冷牛排、烤羊排、烤大虾和姜汁扇贝。

50. Q: Ask the guest his preference for fried eggs.

问：问客人他喜欢煎鸡蛋。

A: How would you like your fried eggs? Sunny side up or easy over?

答：你的煎蛋要几分熟？单面煎还是两面煎？

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