



# 中餐服务

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《酒店实用英语》精品资源共享课课程团队



# 学习目标

01

识记有关中餐用餐服务中常用的词汇和表达方式

02

能够为客人推荐中餐菜品

03

能够认真、耐心地进行沟通



# 工作流程

问候客人

询问是否  
可以点菜

推荐主菜

推荐汤品

推荐酒水

确认订单

下单

# Key words & expressions

1	take orders	点菜
2	be familiar with	熟悉.....
3	classify	分类
4	recommend	推荐
5	specialty	特色菜
6	fixing	配料
7	spice	调味品
8	Minced Beef Soup	西湖牛肉羹
9	Three Fresh Delicacies Soup	三鲜汤
10	Shelled Shrimps with Longjing Tea	龙井虾仁
11	Yu-Shiang Shredded Pork	鱼香肉丝
12	worth	值得
13	cucumber	黄瓜

# Situational dialogue

**Waitress (W):** Good evening, sir and madam. May I take your order now?

**Mr. Green (Mr.):** Er... Can you give us some suggestions? It's our first time to China. We are not familiar with Chinese food.

**W:** No problem, sir. Chinese food can be classified into four cuisines. We serve Huaiyang, Sichuan, and Shandong cuisines in our restaurant. I'd recommend Shelled Shrimps with Longjing Tea. It's our chef's recommendation and tastes very fresh.

**Mr.:** Yes, I heard it's one of the famous dishes of Huaiyang cuisine. It looks nice both in shape and color.

**W:** You are quite right, sir. Yu-Shiang Shredded Pork is also our specialty. Would you like to have a try?

**Mrs. Green (Mrs.):** Is it cooked with fish?

**W:** No, madam. It has nothing to do with fish; it is cooked with special fixings and spices. So it tastes like fish.

# Situational dialogue

**Mrs.:** It's amazing! Ah, we also want some soup. **What soup do you have?**

**W:** We have Sweet Corn and Chicken Soup, Minced Beef Soup and Three Fresh Delicacies Soup. Three Fresh Delicacies Soup consists of shrimps, mushrooms, egg and cucumber. **It is very delicious and worth a try.**

**Mrs.:** It sounds nice. We'll have it.

**W:** **What would you like to drink?** We have Moutai and Wuliangye.

**Mr.:** We'd like two bottles of Tsingtao Beer.

**W:** OK. **You've ordered** a Shelled Shrimps with Longjing Tea, a Yu-Shiang Shredded Pork, a Three Fresh Delicacies Soup and two bottles of Tsingtao Beer. **Do you want anything else?**

**Mr.:** No, thanks.

**W:** **Your dishes will come soon. Hope you'll enjoy your meal.**

## Key points

- May I take your order now?
- Can you give us some suggestions?
- We are not familiar with Chinese food.
- It's our chef's recommendation and tastes very fresh.
- It looks nice both in shape and color.
- Would you like to have a try?
- What soup do you have?
- It is very delicious and worth a try.
- What would you like to drink?
- You've ordered .....
- Do you want anything else?
- Your dishes will come soon. Hope you'll enjoy your meal.



Have you got it?



# Assignment

万礼豪程教学年会参会人员Lily一行4人来到花园酒店中餐厅就餐。他们对中餐非常感兴趣，请你为其提供点餐服务。请两人一组根据情景进行对话。

要求：

1. 中餐服务流程要完整。
2. 注意用语规范。



A man can do no more than he can.  
凡事都应量力而行。



# 西餐服务

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# 学习目标

01

识记有关西餐用餐服务中常用的词汇和表达方式

02

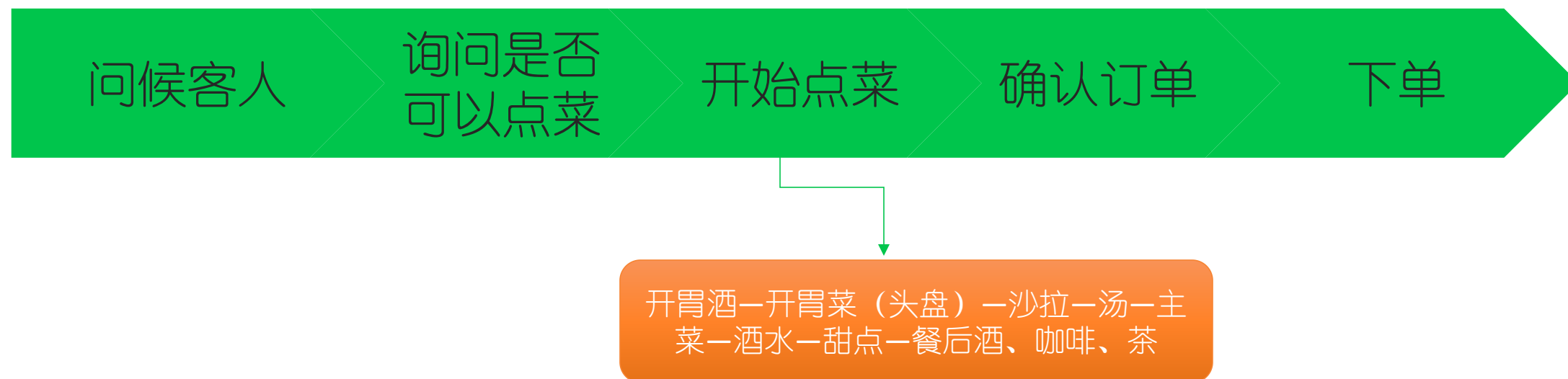
熟练掌握西餐用餐流程

03

能够认真、耐心地进行沟通



# 工作流程



# Key words & expressions

1	table d'hote	桌餐
2	a la carte	照菜单点菜
3	Dubonnet	杜博尼酒
4	aperitif	开胃酒
5	Beef Wellington	威灵顿牛肉
6	Lobster Thermidor	赛美多龙虾
7	chicken liver pate	鸡肝酱
8	salmon fillet	三文鱼排
9	dessert	甜点
10	medium	五分熟

rare 三分熟  
well-done 全熟

# Situational dialogue

**Waiter (W):** Good evening, sir and madam. May I give you the menus? We have both table d'hôte and à la carte.

**Mr. Lucas (Mr.):** Thank you. May I have a glass of Dubonnet first?

**W:** Yes, sir. And how about you, madam? Would you like an aperitif?

**Mrs. Lucas (Mrs.):** Yes, thank you. I'd like a dry vermouth, please.

**W:** Certainly.

*(The waiter comes back with the drinks.)*

**Mr.:** What is today's specialty?

**W:** There are two: Beef Wellington and Lobster Thermidor.

**Mr.:** *(To Mrs. Lucas)* What would you like, honey?

**Mrs.:** I'd like the chicken liver pâté to start followed by the grilled salmon fillet and a green salad.

# Situational dialogue

**W:** And would you like a dessert, madam? We have a good selection of desserts.

**Mrs.:** Yes, please! I'll have the cheese cake. Thank you.

**W:** OK. And you, sir?

**Mr.:** I'll try the mushroom soup please.

**W:** I'm sorry sir, I'm afraid that the mushroom soup is finished. How about French onion soup?

It is one of our Chef's specialties.

**Mr.:** Oh, OK, I'll have that followed by a steak for the main course with a mixed salad.

**W:** How would you like the steak done, sir?

**Mr.:** Medium, please.

**W:** Would you like some wine to go with your dinner? Here is the wine list.

**Mrs.:** What do you suggest?



# Situational dialogue

**W:** I would suggest Californian red wine for the beef steak and champagne for the fish.

**Mrs.:** That's great. We will have half bottle of Californian red wine and half bottle of champagne.

**W:** Thank you, sir. *(Repeats the order.)* I'll bring your starters along in just a few minutes. Just let me know if you need anything else.

# Key points

- May I give you the menus?
- We have both table d'hôte and à la carte.
- Would you like an aperitif?
- What is today's specialty?
- Would you like a dessert, madam?
- We have a good selection of desserts.
- It is one of our Chef's specialties.
- How would you like the steak done, sir?
- Would you like some wine to go with your dinner?
- I'll bring your starters along in just a few minutes.
- Just let me know if you need anything else.



Have you got it?

# Assignment

万礼豪程教学年会参会人员Carol一行4人来到花园酒店西餐厅就餐，请你为其提供点餐服务。请两人一组根据情景进行对话。

要求：

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A merry heart goes all the way.  
心旷神怡，事事顺利。