

餐饮部 Test(1)

I. Match the words in the left column with the proper Chinese equivalents in the right column. (10%)

- | | |
|-------------------------|------------|
| 1. banquet | A. 番茄酱 |
| 2. cuisine | B. 主菜 |
| 3. appetizer | C. 套餐 |
| 4. main course | D. 煮透的 |
| 5. table d'hote | E. 宴会 |
| 6. lazy Susan | F. 菜系; 烹调法 |
| 7. sauce | G. 免费赠饮 |
| 8. rare | H. 开胃菜 |
| 9. well-done | I. 嫩的 |
| 10. complimentary drink | G. 旋转餐盘 |

II. Translate the following sentences into English. (20%)

1. 先生, 请问几点钟光临?
2. 先生, 您有预定吗?
3. 先生, 您喜欢坐哪儿?
4. 请坐, 给您的菜单, 先生, 您要点菜吗?
5. 您要喝点什么?
6. 您想再要点别的吗?
7. 我们从 17: 50 一直营业到 21: 30.
8. 现在上菜好吗?
9. 请问, 现在我可以为您准备账单了吗?
10. 这是找回您的零钱。谢谢光临。

III. Complete the dialogues. (20%)

Dialogue 1:

R=Reservation Clerk G=Guest

R: Good afternoon! This is Pearl Restaurant. Lily speaking. _____1_____?

G: I'd like to reserve a table for two tonight, please.

R: _____2_____, sir?

G: Around 7:15.

R: _____3_____, sir?

G: Baker. And my number is 334-4758.

R: _____4_____?

G: B-A-K-E-R.

R: Thank you! A table for two at 7:15 this evening for Mr. Baker.

G: That's right.

R: Thank you for calling, Mr. Baker. By the way, as that is the peak hour, we only can keep your table for half an hour. That means you should come before 7:45. _____5_____.

Dialogue 2:

W=Waiter G=Guest

W: Good evening. _____ 1 _____ ?

G: Yes, I'd like to start with shrimp cocktail, then the veal cutlet, I'll have a vanilla ice-cream for dessert, and some coffee with cream.

W: I'm sorry, the veal cutlet is not being served today, but we have sirloin steak, it's very delicious. _____ 2 _____, sir?

G: That sounds like a good idea, I'll have a sirloin steak.

W: _____ 3 _____, sir?

G: Rare, please.

W: OK.

G: Please bring me two slices of bread and butter with the soup.

W: Yes, sir. _____ 4 _____ ?

G: I'll have a gin and tonics with lemon and ice, please.

W: _____ 5 _____, sir?

G: No, thanks. I think that's enough.

W: Yes. So one shrimp cocktail, a cup of coffee with cream, a gin and tonic with lemon and ice and two slices of bread and butter. And the main course is a rare sirloin steak.

G: Thank you.

W: Thank you, sir. Just a moment please, I'll go place your order and get it for you right away.

餐饮部 Test(1)

IV. Put each of the following words in the appropriate category. (20%)

eggplant; peach; hamburger; coca cola; ice cream; brown bread; onion; watermelon; brandy; pudding; hot dog; bean; banana; coffee; jelly; sandwiches; mushroom; lemon; cake; tea

1. Staple food:

2. Dessert:

3. Drinks

4. Fruit

5. Vegetables:

V. Read the following passage answer the questions. (10%)

Clear, pure and not greasy, Shandong cuisine is characterized by its emphasis on aroma, freshness, crispness and tenderness. Shallot and garlic are usually used as seasonings so Shandong dishes tastes pungent usually.

Characterized by its spicy and pungent flavor, Sichuan cuisine, prolific of tastes, emphasizes on the use of chili. Pepper and prickly ash also never fail to accompany, producing typical exciting tastes. Besides, garlic, ginger and fermented soybean are also used in the cooking process.

Tasting clear, light, crisp and fresh, Guangdong cuisine usually chooses raptors and

beasts to produce originative dishes. Its basic cooking techniques include roasting, stir-frying, sautéing, deep-frying, braising, stewing and steaming. Guangdong chefs also pay much attention to the artistic presentation of dishes.

Fujian Cuisine is distinguished for its choice seafood, beautiful color and magic taste of sweet, sour, salty and savory. The most distinct features are their "pickled taste".

Aquatics as the main ingredients, Jiangsu Cuisine stresses the freshness of materials. Its carving techniques are delicate, of which the melon carving technique is especially well known. Cooking techniques consist of stewing, braising, roasting, simmering, etc. Jiangsu cuisine is well known for its careful selection of ingredients, its meticulous preparation methodology, and its not-too-spicy, not-too-bland taste.

Comprising local cuisines of Hangzhou, Ningbo and Shaoxing, Zhejiang Cuisine, not greasy, wins its reputation for freshness, tenderness, softness, smoothness of its dishes with mellow fragrance. Hangzhou Cuisine is the most famous one among the three.

Hunan cuisine consists of local Cuisines of Xiangjiang Region, Dongting Lake and Xiangxi coteau. It characterizes itself by thick and pungent flavor. Chili, pepper and shallot are usually necessities in this division.

Anhui Cuisine chefs pay more attention to the taste, color of dishes and the temperature to cook them, and are good at braising and stewing. They are experts, especially in cooking delicacies from mountains and sea. Anhui dishes preserve most of the original taste and nutrition of the materials.

1. Which cuisine uses Shallot and garlic as seasonings?
2. Which cuisine offers spicy and pungent flavor?
3. Which cuisine pays much attention to the artistic presentation of dishes?
4. Which cuisine emphasizes the freshness of materials?
5. Which cuisine pays more attention to the taste, color of dishes?

VI. Make up a dialogue based on the given situation. (20%)

Situation: 客房部的服务员正在接受 1506 房的布莱克先生电话订餐。杰斐逊布莱克先生的要求是：一份欧式早餐、一份加奶精和两块糖的咖啡。

餐饮部 Test(1)

Keys

I. Match the words in the left column with the proper Chinese equivalents in the right column. (10%)

Keys: 1. E 2. F 3. H 4. B 5. C 6. G 7. A 8. I 9. D 10. G

II. Translate the following sentences into English. (20%)

Keys:

1. When can we expect you to come, sir?
2. Do you have a reservation, sir?
3. Where would you like to sit, sir?

4. Take a seat, please. Here is the menu. May I take your order, sir?
5. What would you like to have drink?
6. Anything else would you like?
7. We are open from 17:00 to 21:30.
8. Would you mind serving now?
9. May I prepare the bill for you now, sir?
10. Here is your change, sir. Thank you for coming.

III. Complete the dialogues. (20%)

Dialogue 1:

Keys:

1. May I help you
2. For what time
3. May I have your name and telephone number please
4. Would you please spell it
5. We look forward to welcoming you

Dialogue 2:

Keys:

1. Would you like to order now
2. Would you like to try
3. How do you like your steak done
4. Can I get you something to drink with your meal
5. Will there anything else

IV. Put each of the following words in the appropriate category. (20%)

Keys:

1. hamburger; brown bread; hot dog; sandwiches
2. ice cream; pudding; jelly; cake
3. coca cola; brandy; coffee; tea
4. peach; watermelon; banana; lemon
5. eggplant; onion; bean; mushroom

V. Read the following passage answer the questions. (10%)

Keys:

1. Shandong cuisine.
2. Sichuan cuisine.
3. Guangdong cuisine.
4. Jiangsu Cuisine.
5. Anhui Cuisine

VI. Make up a dialogue based on the given situation. (20%)

Suggested answer:

G=Guest R=Clerk of Room Service

R: Good morning, Room Service, may I help you?

G: I'd like to have a meal in my room.
 R: Certainly, sir. We offer two types of breakfast, American and continental. Which one would you prefer?
 G: What does a continental breakfast have?
 R: Chilled orange juice, toast with butter, coffee or tea.
 G: That'll be fine. I'll take it. I'd like a white coffee with two sugars, please.
 R: I see. May I have your name and room number, please?
 G: Sure, it's Black in Room 1506.
 R: Let me confirm your order: Mr. Black in Room 1506, continental breakfast, white coffee with two sugars. Is that right?
 G: Exactly.
 R: Your order will be ready soon, thank you for calling.

餐饮部 Test(2)

I. Match the words in the left column with the proper Chinese equivalents in the right column. (10%)

- | | |
|------------|-------------------|
| 1. 押金 | A. stewing |
| 2. 素食者; 素菜 | B. specialty |
| 3. 小吃 | C. minimum price |
| 4. 推荐, 介绍 | D. deposit |
| 5. 收据 | E. banquet |
| 6. 特色菜 | F. chef |
| 7. 炖 | G. receipt |
| 8. 厨师 | H. snack |
| 9. 宴会 | I. recommendation |
| 10. 最低消费 | J. vegetarian |

II. Translate the following sentences into English. (20%)

- 您希望订大厅的位置是单独的包房?
- 对不起, 餐厅现在已坐满。20 分钟后才能安排您入座。
- 请问您是现在点菜还是等一会儿?
- 一般来说, 粤菜比较清淡, 川菜浓烈而辛辣, 沪菜比较油, 而京菜较香而咸。
- 您喜欢哪一种口味, 是甜的还是辣的?
- 全部的菜已经上齐了, 接下来还有点心。
- 如果您对结算方式有什么疑问, 欢迎随时与我们联系。
- 我们有一些赠券送给您, 下次您在我们餐厅用餐时可以使用。
- 对不起, 根据酒店的规定, 我们不收个人支票。
- 我们给你带来这么多麻烦, 为了表达歉意, 特为您提供免费甜点。

III. Complete the dialogues. (20%)

Dialogue 1: W=Waiter G=Guest

W: _____ 1 _____ ?

G: It's very delicious. Thank you.

W: _____ 2 _____?

G: Yes, you see, the dumplings the girl is eating over there, would you please pack half a kilo for us?

W: Yes, of course. Anything else?

G: That's all, thank you. Just the bill, please.

W: (Having brought the bill), madam. _____ 3 _____ It totals 268 yuan.

G: How much is that in US dollar?

W: One moment, please. Let me calculate for you. It's 30 dollars according to today's exchange rate.

G: (After seeing the bill) I am afraid I don't have enough cash with me, you accept credit card?

W: Yes, madam.

G: Here is my VISA Card.

W: Could I take a print of your card?

G: Sure.

W: Thanks.

(A few minutes later, the waitress comes back with the card.)

W: _____ 4 _____, madam. Here is your card? _____ 5 _____.

(The guest has signed her name and returned the print.)

W: Thank you. I hope you two have a wonderful evening.

Dialogue 2:

G=Guest W=Waitress

W: _____ 1 _____, sir?

G: Ur...I don't know much about Chinese food, can you recommend something?

W: ___ 2 _____. How about Cabbage in Oyster Sauce? It's tender and tasty.

G: Good, I'll take it. What's the Chicken Soup with Corn like?

W: It's soup with corn and minced chicken. It's sweet and delicious.

G: Well, I'll take this, too. I'd like to have some fried rice, could you make some recommendations?

W: How about the Chef's Fried Rice?

G: _____ 3 _____?

W: It's fried rice with shrimp, eggs and broccoli.

G: OK, I'll try that. Thank you.

W: _____ 4 _____?

G: No, thanks. That's all for now.

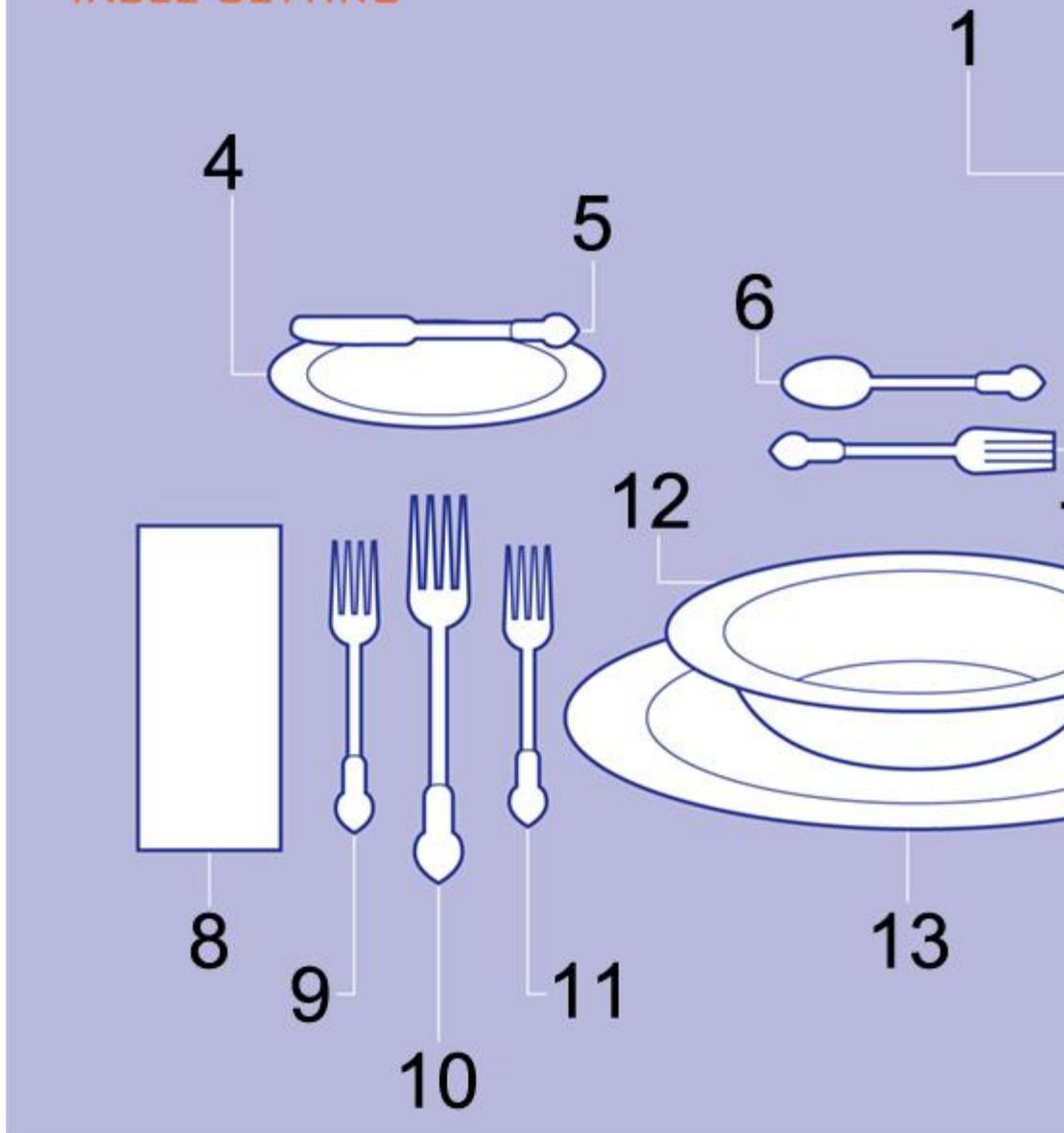
W: _____ 5 _____?

G: No, thanks. The chopsticks will do.

餐饮部 Test (2)

IV. Write down the corresponding words to the pictures below. (16%)

TABLE SETTING



- | | | |
|-----------|-----------|-----------|
| 0. _____ | 1. _____ | 2. _____ |
| 3. _____ | 4. _____ | 5. _____ |
| 6. _____ | 7. _____ | 8. _____ |
| 9. _____ | 10. _____ | 11. _____ |
| 12. _____ | 13. _____ | 14. _____ |
| 15. _____ | 16. _____ | |

V. Read the following passage answer the questions. (10%)

Restaurant services

There are mainly five kinds of restaurant services. They are gueridon service, silver service, plate service, buffet self-catering service and takeaway service. The first three kinds of services are sit-down services and a buffet service can be both a sit-down one and a stand-up one.

Takeaway service is usually associated with snake bars and fast food outlets. In gueridon

service, the waiter must always be well-trained and skilled for he has to perform such things as filleting, carving and cooking special dishes in front of the guest. In silver service, the food is prepared in the kitchen and brought to the guest's table on a silver tray. In plate service, the waiter takes the plated meal from the service hotplate and then put the plate on the guest's table. All that he has to do is to make sure that the correct lid is laid and the necessary accompaniments are available on the table. In buffet service, a guest picks his or her own tray and cutlery from one end of the service table and chooses whatever dish he or she likes.

Two forms of meals are distinguished: a la carte and table d'hote. An a la carte meal is ordered course by course from a menu where each item has a separate price while a table d'hote meal has a fixed price for a complete meal or several courses.

1. Which of the following can be a stand-up service?
 - (a) gueridon service
 - (b) silver service
 - (c) plate service
 - (d) buffet service
2. Why is a takeaway service usually associated with snake bars?
 - (a) The food in snake bar is easy to take away.
 - (b) People go there by cars.
 - (c) Snake bars can be found anywhere.
 - (d) Snake bars offer self-catering service.
43. What service is it called when the waiter helps to serve your plates?
 - (a) the plated meal
 - (b) plate service
 - (c) silver service
 - (d) the service hotplate
4. What meal is it when you can order your dishes separately?
 - (a) buffet
 - (b) la carte
 - (c) table d'hote
 - (d) plate service
5. In the context of the passage, available means _____.
 - (a) necessary
 - (b) can be got
 - (c) helpful
 - (d) served

VI. Make up a dialogue based on the given situation. (24%)

Situation: 客人投诉餐厅里的牛排不新鲜，服务员对此进行处理。

餐饮部 Test(2)

Keys

I. Match the words in the left column with the proper Chinese equivalents in the right

column. (10%)

Keys:

1. D 2. J 3. H 4. I 5. G 6. B 7. A 8. F 9. E 10. C

II. Translate the following sentences into English. (20%)

Keys:

1. Which would you like better, a table in the hall or a private room?
2. I'm sorry, the restaurant is full now. We can seat you in 20 minutes.
3. Are you ready to order or you need another minute?
4. Generally speaking, Cantonese cuisine is light and clear; Sichuan cuisine is strong and hot; Shanghai cuisine is oily and Beijing cuisine is spicy and a bit salty.
5. Which flavor would you prefer, sweet or chili?
6. This is the complete course. There is dessert to follow.
7. Please feel free to contact us if you have any questions with the payment arrangements.
8. Here are some complimentary vouchers for you. You can pay with them next time if you have dinner in our restaurant.
9. I'm sorry, but we don't accept personal checks according to hotel policy.
10. To express our regret for all the trouble, we offer you a complimentary dessert.

III. Complete the dialogues. (20%)

Keys:

1. How was everything
2. Would you like something else
3. Here is your bill
4. I'm sorry to have kept you waiting
5. Could you please sign your name on this print

Dialogue 2:

Keys:

1. May I take your order now
2. Certainly
3. How do you make it
4. Anything else, sir
5. Shall I bring you a knife and fork

IV. Write down the corresponding words to the pictures below. (16%)

Keys:

- | | |
|-------------------------|-----------------------------|
| 1. Water Glass | 9. Salad Fork |
| 2. White Wine Glass | 10. Dinner Fork |
| 3. Red Wine Glass | 11. Desert Fork |
| 4. Bread & Butter Plate | 12. Soup Bowl |
| 5. Butter Knife | 13. Service or Dinner Plate |
| 6. Dessert Spoon | 14. Dinner Kinfe |
| 7. Cake Fork | 15. Tea Spoon |
| 8. Napkin | 16. Soup Spoon |

V. Read the following passage answer the questions. (10%)

Keys: 1.d 2.a 3.b 4.c 5.b 6.b

VI. Make up a dialogue based on the given situation. (24%)

Suggested answer:

W=Waiter D=Diner

W: Is everything to your satisfaction?

D: No, the steak was recommended, but it is not very fresh.

W: Oh! Sorry to hear that! This is quite unusual as we have fresh steak from the market every day! I'll look into the matter.

D: So what? It is not fresh and I'm not happy about it!

W: I'm sorry, sir. Do you wish to try something else? That would be on the house, of course. How about a delicious dessert, with our compliments?

D: No, I don't want to try something else, and find it's not fresh again! This is very annoying.

W: I see, sir. Just give us another chance, you will find this restaurant really lives up to its name. I'm sure everything will be all right next time you come.

D: All right. Maybe I'll come again.

W: Thank you very much, sir.

前厅部 Test (1)

I. Select appropriate Chinese equivalents for the following English expressions.

1. Making a Reservation _____
2. Checking in _____
3. Bell Service _____
4. Information Service _____
5. Exchanging Money _____
6. Complaints _____
7. Checking out _____
8. Credit card _____
9. Passport _____
10. Room Card _____
11. Claim tag _____
12. Exchange rate _____
13. Suite _____
14. Single room _____
15. Double room _____

A. 结账 B. 登记入住 C. 客房预订 D. 提送行李服务 E. 信息服务 F. 兑换外币 G. 处理投诉
H. 信用卡 I. 行李票 J. 房卡 K. 套房 L. 双人房 M. 单人房 N. 护照 O. 汇率

II. Complete the following dialogues.

Dialogue 1

(R=reservationist G= guest)

R: Reservation, _____ 1 _____ ?

G: Yes, I'd like to book a room for my friend, Mary.

R: _____ 2 _____ ?

G: A double room with bath. _____ 3 _____ ?

R: It's 150 yuan RMB. How long would you like to stay?

G: Ten days.

R: _____ 4 _____

G: On the 18 th.

R: Well, a double room with bath from the 18 th to 28th.

G: That's right. Thank you.

- A. When would you like the room?
- B. What's the rate?
- C. What kind of room would you like?
- D. can I help you?

Dialogue 2

(R=reservationist G= guest)

G: We would like to check out now. Please give me our bill.

R: OK. _____ 1 _____ ?

G: We were in Room 208 and 209. I'm the team leader, Tom Smith.

R: Wait a moment , please, Tom. _____ 2 _____ .

(She handles out the bill.)

R: Oh, sorry. Your bill for this morning's breakfast hasn't reached me yet.

_____ 3 _____

G: But we're eager to go sightseeing.

R: (The bill comes.) _____ 4 _____ Here is the bill. It amounts to 6800 yuan.

Please check all the items on it.

G: Sure.

- A. I need to call the restaurant to send bill here in a minute.
- B. May I know your name and your room number please?
- C. I'll have your bill ready in a minute.
- D. Sorry to have kept you waiting.

客房部 Test(1)

V. Reading comprehension. (30 points, 3 points each)

When receiving complaints, you should take the following advice.

1. Let the customer get the word. Give them the opportunity to let steam off. Listen closely to the customer, no matter what. Show interest.
2. Say you are sorry to hear, what has appeared and the current situation. Do not

- admit, that someone from the restaurant or your hotel is wrong, but are sorry.
3. Use active listening; reflect back - what the customer just said! Be smart, say – is it correct understood, that your complaint is this and that. Use active questions.
 4. Get to the facts by questioning effectively, make sure to get to the heart of the customer's problem, so you can be able to handle it. Remember, sometimes a problem of a customer can be a mix of problems and not listed in order of importance. Make sure, that you are getting in to the two most important problems for the customer, if it is a mix of problems.
 5. Keep an open and friendly tone and mind, even though that receiving a complaint could sometime be stressful. Do not make assumptions, based on the customer story.
 6. Do not argue with the customer and do not become defensive. This is one of the hardest things to master, in a servicedepartment. This should be trained again and again by the people, who receive the complaints. Do always stay focused and concentrate on the current situation.
 7. Try to find out, what the customer really wants. Do they want their money back, do they want another meal, or do they want a discount in price. Try to build on the customer's ideas and suggestions, if you are allowed to do this by your manager/director.
 8. Concentrate on your possibilities for handling the complaint. Explain to the customer, what you can do and what you not are able to do.
 9. Do never impose your own solution. Get a solution with the customer, which the customer finds acceptable.
 10. Summarize the solution and check that customer understands the solution. Make sure, it's a helpful solution for the customer. Ask the customer, if the solution is helpful!

- 1). "Give them the opportunity to let steam off." means _____
 - A. let the guests express their anger.
 - B. regard whatever the guests say right and reasonable.
 - C. lead the guests to the general manager to complain.
 - D. ask the guests to shut up.
- 2). When dealing with a complaint, you should _____
 - A. say sorry all the time until the guests say you can stop.
 - B. keep silent until you find out who should be responsible for it.
 - C. admit it is somebody's fault but not yours.
 - D. none of the above.
- 3). while listening to their complaints, you should _____
 - A. keep active listening and keep their complaints as a secret in case your supervisor get angry with you.
 - B. be smart and say their complaints are quite understandable and correct.
 - C. be smart and inform the guests that their complaints are caused by themselves and they deserve them.
 - D. use active questions to show that you can't stand up with any complaint any more.

- 4). Remember, sometimes a problem of a customer can be a mix of problems and not listed in order of importance. This sentence means _____
- A. all the guests like to mix a lot of problems into a large one.
 B. a problem from a guest may include many problems.
 C. guests tend to list all their problems on the paper with numbers.
 D. guests always complain the problem with greatest importance first.
- 5). Which is true according to number 5?
- A. You should make friends with all the guests in the hotel.
 B. Receiving a complaint is sometimes stressful but sometimes a great joy.
 C. Making assumptions is very necessary to help you get a clear understanding of what happened.
 D. You should be friendly keep open-minded to the guests' complaints.
- 6). Dealing with complaints is not easy, and you _____
- A. try to argue with the guests and take the upper hand.
 B. should do not argue with the customer and do not become defensive.
 C. don't need any patience or training to get the skill of B.
 D. tell the guests that you need to report their complaints to the general manager for advice.
- 7). Translate the 7th , 8th , 9th and 10th advice.
7. _____
8. _____
9. _____
10. _____

客房部 Test(1)

Key to the test:

I. Choose the best answer. (10 points, 2 points each)

BCBDC

II. Translate the following into English or Chinese. (20 points, 4 points each)

1. Housekeeping, may I come in?
2. 先生，您想什么时候做晚床服务？
3. 天色已经黑了，您需要我替您开灯吗？
4. I'm sorry that your flask is empty. I'll go and get you another flask that's full at once.
5. The tap in the toilet doesn't work. Please send a maintenance worker to check out.

III. Complete the dialogue with given information. (20 points, 2.5 points each)

Turn -down service

A: Good evening, madam and sir. May I do the turn down service for you now?

B: Oh, thank you. But you see, we are having some friends over. We're going to have a small party here in the room. Could you come back in three hours?

A: Certainly, madam. I'll let the overnight staff know. They will come then.

B: That's fine. Well, our friends seem to be a little late. Would you tidy up a bit in the

bathroom? I've just taken a bath and it is quite a mess now. Besides, please bring us a bottle of just boiled water. We'd treat our guests to typical Chinese tea.

A: Yes, madam. I'll bring in some fresh towels together with the drinking water.

B: OK.

A: (Having done all on request) It's growing dark. May I turn on the lights for you, sir and madam?

C: Yes, please. I'd like to do some reading while waiting.

A: Yes, sir. Is there anything I can do for you?

C: No more. You're a smart girl indeed. Thank you very much.

A: I'm always at your service. Goodbye, sir and madam, and do have a very pleasant evening.

IV. Make up a dialogue according to the situation given. (20 points)

H: Housekeeping, may I help you?

G: Yes, this is Mr. Bellow from room A326, my wife has a serious headache.

H: Don't worry sir, we will send some one to your room in 3minutes.

G: Thank you.

H: Housekeeping, may I come in?

G: Yes, please.

H: Mr. Bellow, let's have a check-up for Mrs. Bellow. Oh, Mr. Bellow, don't worry.

She got a bad cold. Please take this medicine and drink enough hot water. She will be better in half an hour.

G: Thank you very much.

H: You are welcome. We will always be at your service. If you need any help, please call us.

V. Reading comprehension. (30 points, 3 points each)

1)–6): ADBBDB

7.了解顾客真正所需，明白他们到底是想拿回餐费还是再点一份餐或是想价格上让点利。如

果经理允许的话，帮顾客出主意，提建议。

8.明确自己处理投诉的职责范围，向客户解释，自己能做什么，不能做什么。

9.不要将自己的解决方案强加给顾客，与顾客一起协商，找到他能接受的方案。

10.概述解决方案，看顾客是否已理解。千万要保证，方案对于顾客是有帮助的，最后问顾

客，所提出的解决方式是否行得通。

客房部 Test(2)

I. Choose the best answer. (10 points, 2 points each)

1. ---- Can I help you?

---- _____.

A. Yes, please

B. Please.

C. Yes, you can

D. Yes, as you like.

2. A half day's rent is charged _____ a room not vacated after 12:00 noon.
 A. against B. for C. to D. in
3. At today's exchange rate, every US dollar is equivalent _____ 8:30 yuan RMB.
 A. to B. as C. in D. for
4. Don't call her at seven o'clock. She _____ dinner.
 A. will eat B. is eating C. will be eating D. has been eating
5. The room attendant should _____ the cleanliness of all the rooms.
 A. work on B. see to C. see to it D. see that

II. Translate the following into English or Chinese. (30 points, 3 points each)

1. fire escape plan _____
2. Notice _____
3. _____ 遥控器
4. _____ 小酒吧
5. _____ 梳妆镜
6. _____ 热水壶
7. _____ 服务指南
8. _____ 洗衣单
9. make up room _____
10. _____ 保险箱

III. Complete the dialogue with given information. (10 points, 2.5 points each)

- RA: _____ ?
- G: Come in please.
- RA: _____ ?
- G: Dry cleaning please.
- RA: _____ ?
- G: Yes, I'd like it back as soon as possible.
- RA: The express service takes only 4 hours.
- G: Fine, please do it.
- RA: _____ ?
- G: No more, thank you.

IV. Make up dialogues according to the situation given.

(30 points, 15 points each)

Situation 1:

Guest: Your name is Carl Smith. Your room number is 8106. The air conditioner in your room suddenly doesn't work, you are calling the Housekeeping department.

Clerk A: You are a clerk at the Housekeeping department. Answer the phone call and contact the maintenance worker.

Clerk B: After receiving the phone call from Clerk A, you come to the room 8106 to deal with it as soon as possible.

Situation 2:

Guest: Your name is King. Your room number is 208. Your neighbor kept singing and dancing all night and you were woken up and tried to persuade them, but in vain. Now, you come to the Housekeeping department to change your room.

Clerk A: You are a clerk at the Housekeeping department. Receive Mr. King and give him a satisfying result.

客房部 Test(2)

V. Reading comprehension.

(20 points, 2.5 points each for 1--4, 5 points each for 5 and 6)

Position Overview:

- Management of the day to day operation of Housekeeping, to direct and coordinate overall activities of the Housekeeping Department including maintenance function.

Responsibilities:

- Responsible for maintaining the highest standard of room and public area cleanliness and appearance, guest service as well as engendering team spirit and motivation in all staff.
- Full utilization of the Housekeeping system ensuring accuracy in use and a range of accurate reports to meet operational needs are produced.
- Operation of an effective Maintenance ensuring maintenance requests are completed quickly focusing on guest needs as a priority.
- Preparation of housekeeping daily report and monthly reports, commenting on key performance indicators.
- Liaise with Front office to ensure room and public area cleanliness standards are maintained while meeting productivity goals.
- Establish on-going On Job Training Programs within the department.
- Appraise staff performance utilizing the ACCOR performance review system; ensure frontline performance reviews are conducted for probationary and annual reviews; correct performance issues and counsel as required.

Requirements:

- At least three years of relevant working experience in chain hotel/international hotel brand preferred.
- Be proactive and interested in service industry.
- Detail oriented.
- Excellent communication skills and team work spirit.
- Good management skill and leadership.
- Good command of written and verbal English.

Contact details:

- Please indicate the applied position and send your CV in English and Chinese with your salary expectations and recent photo to: h6505-gl@accor.com

- Only short listed candidates will be contacted by us within one month after receiving the CV. Personal data collected will be used for recruitment purpose only.

1. What's the position in this advertisement wanted?

- A. Director of Sales and Marketing.
- B. P.R.Manager.
- C. Front Office Manager.
- D. Housekeeping manager.

2. The position in this advertisement should be responsible for_____.

- A. making preparation of housekeeping daily report and monthly reports, commenting on key performance indicators
- B. establishing on-going On Job Training Programs within the department
- C. ensuring frontline performance reviews are conducted for probationary and annual reviews
- D. all the above.

3. Applicants for this position are required to_____.

- A. be postgraduate or above.
- B. be good at Japanese and English.
- C.have excellent communication skills and team work spirit.
- D.be with at least ten years of relevant working experience.

4.Which of the following is untrue?

- A. Applicants for this position should be detailed oriented.
- B. Applicants should prepare both English and Chinese CV.
- C. All the applicants will be contacted within 20 days.
- D. Applicants should indicate the applied position as well as their salary requirements when sending their CV.

5. Translate the underlined part into Chinese.

Management of the day to day operation of Housekeeping, to direct and coordinate overall activities of the Housekeeping Department including maintenance function._____

6. Translate the underlined part into Chinese.

Liaise(沟通, 协调) with Front office to ensure room and public area cleanliness standards are maintained while meeting productivity goals._____
