### Chapter

1

## 餐饮基本用语

在美剧《生活大爆炸》第三季第七集中,谢尔顿被伦纳德赶出家门,佩妮建议他去咖啡店……

Sheldon: I don't drink coffee. Penny: They have other things. Sheldon: What do they have?

Penny: I don't know. You know, cookies, pastries...

谢尔顿:我不喝咖啡。 佩妮:他们还有别的啊。 谢尔顿:他们有什么?

伦纳德:很多啊,饼干啊,点心啊……

看美剧、大片中的各种吃食,你心动了吗?让我们一起开始餐饮英语的学习之旅吧!



### → 01.mp3 提醒用语•一份贴心十分爱





### 超级句型模板

Be careful of	小心	o

在服务中,能时不时地给顾客以贴心的提醒,会使服务显得很周到,使他们觉得很温馨。该句型可以用来提醒顾客的注意。比如,你想要告诉顾客"小心台阶",就可以说成"Be careful of the steps""the steps"可以换成其他的动词词组。

在服务中难免会遇到许多需要提醒顾客注意的情况。你还可以 用下面的词组进行随意替换,你也试着自己说一下吧!

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the hot tea (热茶) /the oil (油脂) /the fish bones (鱼刺)

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the electric(电)/ the water(水)/ the table(桌子)/the chair(椅子)/ the fire(火)/the steps(台阶)/the gap(台阶间隙)/the wet floor(地滑)/the glass(玻璃)

### ⑤身体 (Body Parts):

your feet(脚)/your head(头)/ your hair(头发)/your hands(手)

### 的影响思想是即形

#### 常用提醒用语(Common Reminding Terms):

take care (小心)/ be cautious(小心点)/ watch your steps(注意脚下)/look out (注意; 小心)/ mind (注意)

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Caution: Wet Floor (小心地滑) / High Voltage (高压电) /

Mind the Steps (小心台阶) / Exit (安全出口) /No Smoking (禁止吸烟) / No Admittance (闲人勿进)

# 2 实用高频句

- 1. 不要落下东西。Don't leave your stuff behind.
- 2. 小心点。Look out.
- 3. 小心烫手。Be careful. It's hot.
- 4. 小心地滑。Watch the wet floor.
- 5. 请保管好您的贵重物品。 Please take good care of your valuables.
- 6. 贵重物品请寄存。Please deposit your valuables.
- 7. 请慢点喝。Drink it in small sips.
- 8. 小心台阶间的跨度。Mind the gap.
- 9. 请记得取回您的东西。
  Please remember to take your things back.
- 10. 请把小票交给服务员。Please hand the receipt to the waiter.
- 11. 小心滑倒。Don't trip over.
- 12. 请不要随意换座位。Please do not change your seats.



### ○ 顾客开车到达饭店:

- 1. Welcome to our restaurant, sir. 欢迎来我们饭店,先生。
- 2. Do you need a parking deck? 您需要停车位吗?
  - A: Do you need a parking deck? 您需要停车位吗?
  - B: No, my driver will come to pick me up after the dinner. 不用了。司机会在我用完晚饭后再回来接我。
- 3. Let me show you the way. 我来给您领路吧。



- 1. Sorry, parking is not allowed here. 对不起,这里不能停车。
- 2. This is the driveway, sir. 先生, 这里是车道。
- 3. You're blocking the way. 您挡着路了。
- 4. Would you mind backing out of the driveway? 您能倒出车道吗?

### ◆ 车库在哪呢:

- 1. Please follow signs. 请按指示牌上的指示走。
- 2. Our garage is on the basement. 车库在地下。
  - A: Where should I park my car? 车停在哪?
  - B: Our garage is on the basement. 车库在地下。
- 3. You need to enter from the back of this building. 你需要从大楼后面进去。

#### ◆ 关于停车费:

- 1. No fee is charged for parking. 不收停车费的。
- 2. Parking fee is included in our service. 停车费用包含在我们的服务费里。
- 3. You will be charged 10 yuan an hour for the parking. 停车费是 10 元每小时。
  - A: How is the parking fee charged? 停车费怎么收?
  - B: You will be charged 10 yuan an hour for the parking. 停车费是 10 元每小时。

### ◎ 温馨提示:

- 1. 请锁好车门。Lock your car.
- 2. 带上贵重物品。Take any valuables.
- 3. 这周盗窃案很多。Theft is evident this week.



### 精品会话活力再现

(服务员: Evan 埃文 客人: Gary 盖里)

### 1) Receiving Guests 接待客人

Selina: Good day, sir.

Gary: Good day.

Selina: What would you like, please?

Gary: I'd like a bowl of millet congee

and a side dish.

Selina: That's 16 yuan. Here is your change and receipt.

Gary: Shall I find a seat by myself?

Selina: Yes, sit where you'd like to. Please hand the receipt to the

waiter.

Gary: Okay.

赛琳娜: 您好, 先生。

盖里: 您好。

赛琳娜: 您想要吃点什么?

盖里:我要一碗小米粥,一盘小菜。

赛琳娜:一共16元。这是找您的零钱和小票。

盖里:我自己找位子坐吗?

赛琳娜:是的,你想坐哪里都可以。请把小票交给服务员。

盖里: 好的。

### 2) Finding Seats 找座位

Gary: Excuse me.
Selina: May I help you?

Gary: I see no free table left.

Selina: Do you mind sitting on the second floor?

Gary: I suppose no.

Selina: Then, follow me please. Mind the gap.

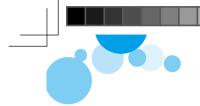
Gary: Thank you.

eceipt.

请把小票交给服务员

Please hand the receipt

to the waiter.



Selina: You're welcome.

盖里: 打扰一下。

赛琳娜: 有什么需要我效劳吗?

盖里:我没找到空座位。 赛琳娜:您介意坐到二楼吗?

盖里:我想我不介意。

赛琳娜:那请您跟我来。小心台阶间的跨度。

盖里:谢谢。 赛琳娜:不客气。



小心台阶间的跨度。 Mind the gap.

### 3) Leaving the Restaurant 离开饭店

Gary: Excuse me!

Selina: Yes. May I help you?

Gary: I'd like to pay the bill.

Selina: Certainly, sir. Your total consumption is 486 yuan. Gary: Here is 500 yuan and you can keep the change.

Selina: It's very nice of you. Thank you, sir.

Gary: Don't mention it. Thanks for your service, we had a very

good evening.

Selina: My pleasure. Don't leave your stuff behind.

Gary: I won't. See you.

Selina: See you, sir. Welcome to come again.

盖里:对不起,打扰一下。

赛琳娜:是的,需要我效劳吗?

盖里:我想要买单。

赛琳娜:好的,你一共消费 486 元。 盖里:这是 500 钱。零钱你留着吧。 赛琳娜:您真好。谢谢您,先生。

盖里:不客气。多谢你的服务,我们度过了一个美好的夜晚。

赛琳娜:乐意为您服务。不要落下东西。

盖里:不会的。再见。

赛琳娜: 再见, 先生。欢迎您再次光临。

不要落下东西。 Don't leave your stuff behind.



### 你可以多了解一点儿

小费 (tips) 算是欧美服务行业的一个特色。她源于 18 世纪的英国伦敦。当时,酒店会在饭桌的中间摆上一个碗。上面写着: to insure prompt service (保证服务迅速)。把上面几个英文单词的头一个字母联起来就成了"tips",译为小费。顾客将零钱放入碗中,就会得到招待人员迅速而周到的优质服务。小费大概占总支出的 5%至 25%。19 世纪末,有钱人为了达到某种目的,常以小费的名义向有影响的人物和新闻界人士行贿。约 100 年前,出现过一次反小费浪潮,但是收效甚微,因为很多侍者是以小费为生的。第一次世界大战以后,餐、旅馆将价格提高 10% 作为服务人员的固定工资。尽管收入已有保障,对服务上乘者,顾客依旧甘心解囊,给小费的风气始终没有根绝。



### 02.mp3

### 致谢用语・一句谢谢万分亲切



音频

### 超级句型模板

<b>Thank</b>	you	for	your	谢谢	您的	ij
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该句型常用于向顾客表示感激之情。比如,你想要感谢顾客的小费,就可以说"谢谢您的小费","Thank you for your tips."中的"tips"可以换成其他的动词词组。

服务中难免会遇到许多需要感谢顾客的情况。你还可以用下面 的词组进行随意替换,你也试着自己说一下吧!

### 〇 行为 (Action):

help (帮忙)/understanding(理解)/forgiving(谅解)/advice(建议)/cooperation(合作)/suggestion(提议)

### ○性格 (Personality):

patience (耐心) / generosity (慷慨) / friendliness (友好) / kindness (善良) / consideration (体贴)

### ○ 其他 (Others):

information (消息) /tip (小费)

### 致增加管影展钥匙

### 世格形容词 (Modifiers of Personality):

thoughtful (周到的) / considerate (体贴的) / kind (和善的) / nice (友好的) / attentive (细心的) / generous (大度的)

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very(非常)/most(很)/truly(真诚地)/deeply(深深地)/ warmly(热情地)/sincerely(真挚地)





- 1. 谢谢你。Thank you.
- 2. 您真好。It's very nice of you.
- 3. 我非常感激您。I'm very grateful to you.
- 4. 我的确很感激你的谅解。I do appreciate your understanding.
- 5. 我想表达我的感激之情。I'd like to express my gratitude.
- 6. 衷心地感谢你。Thank you from the bottom of my heart.
- 7. 非常感谢您的友好。Many thanks for your kindness.
- 8. 很乐意为您服务。My pleasure.
- 9. 随时为您服务。At your service.



### 全情景应急必备句

### ◎ 顾客刚走进餐馆:

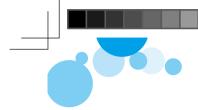
- 1. Welcome to our restaurant. 欢迎光临。
- 2. Let me open it for you. 我来帮你开门。
  - A: Let me open it for you. 我来帮你开门。
  - B: Thank you.
- 3. You need to push from outside. 门是要从外面往里推的。

#### ○ 发现顾客拎了很多东西:

- 1. Can I help you? 需要我帮忙吗?
- 2. Let me help you. 我来帮你吧。
- 3. You carry so many things. 您带的东西好多啊。

### ◎ 您要把包放在哪:

- 1. It's okay to put your luggage under the table. 你可以把行李放在桌子下面。
  - A: I hope I can take my things with me. 我希望我可以随身带着我的东西。
  - B: It's okay to put your luggage under the table. 你可以把行李放在桌子下面。



- 2. Please do not lay them on the floor. 请不要把他们放在地板上。
- 3. You can leave it to me. 你可以把它放我这。

### ◎ 给顾客解释原因:

- 1. This is the rule. 这是规定。
- 2. We take your safety and others' into consideration. 我们是为了您和他人的安全着想。
  - A: We take your safety and others' into consideration. 我们是为了您和他人的安全着想。
  - B: I see. 我理解。
- 3. It can cause inconvenience. 它会带来不便。

### ◎ 我们保证你的物品安全:

- 1. Don't worry. They will be fine. 不用担心,它们没事的。
- 2. We will take good care of your things. 我们会看管好您的东西的。
- 3. They're safe at the front desk. 它们在前台很安全。

### 精品会话活力再现

(服务员: Evan 埃文 客人: Gary 盖里)

### 1) Paying Bills 结账

Selina: Can I help you, sir?

Gary: I'd like to pay the bill.

Selina: Would you like to pay in cash or by card?

Gary: In cash.

Selina: You consumed 92 yuan in all.

Gary: Here is 100 yuan. Keep the change.

Selina: Thank you.

Gary: You're welcome.

赛琳娜:需要什么服务,先生?

盖里: 买单。

谢谢你。 Thank you.