

2016 年浙江省高职高专院校 “中餐主题宴会设计” 技能大赛暨全国职业院校技能大赛选拔赛赛 项试题库

题型一 中译英

1. 请问您有预订吗？是以谁的名义预订？

Do you have a reservation? In whose name, please?

2. 对不起。我马上去给你催一下你的菜。

I'm very sorry. But I'll go to rush your order right now.

3. 这是菜单。服务员马上就来。

Here is the menu. The waitress will be with you in a moment.

4. 餐厅现在客满。但我们可以在 20 分钟以后安排您入坐。

The restaurant is full now. But we might be able to seat you in 20 minutes.

5. 先生，您的桌子已经准备好了。请您随我来，好吗？

Your table is ready, sir. Could you come with me, please?

6. 我在客人就坐前会把凉的开胃菜摆放在餐桌上。

I will place the cold appetizers on the table before the guests are seated.

7. 您需要把宴会厅装饰一下吗？

Would you like to have the banquet hall decorated?

8. 我们已经在总费用里加收了 10% 的服务费。

The total includes a 10% service charge.

9. 您想要炒茄子的调味品里放些辣椒吗？

Would you like some pepper as seasoning in the stir-fried eggplant?

10. 您使用维萨信用卡结账可以享受 9 折优惠。

You have got a 10% discount for your Visa Card.

11. 我们给您带来了这么多麻烦，为了表达歉意，特为您提供赠送甜点。

To express our regret for all the trouble, we offer you a complimentary dessert.

12. 您的这瓶葡萄酒已经添完了。请问是否需要再加一瓶？

Your bottle of wine is finished. Would you like one more bottle?

13. 您要不要来点烈性酒呢？要是喜欢酒精度低的话，我们这还有米酒。

Do you care for something a little stronger? If you prefer something milder, there is some rice liquor available here.

14. 盘装食物通常要从左侧服务。酒水通常从右侧服务。

Plated food is usually served from the left. Beverages are usually served from the right.

15. 欢迎光临我们餐馆。您是来参加约翰先生婚宴的嘉宾吗？

Welcome to our restaurant. Are you here for the wedding banquet of Mr. John?

16. 我想确认一下，贵公司在我们餐厅预订了两个宴会。

I'd like to confirm that your company has made two banquet bookings in our restaurant.

17. 我可以知道有多少人来参加宴会吗？

May I know how many people will be at the banquet?

18. 今天的特价菜是麻婆豆腐，6折优惠。

Today's special is Mapo tofu with a 40% discount.

20. 打扰了，女士。我给您换一个骨碟好吗？

Excuse me, madam. Can I change a new side plate for you?

21. 有人均 100 元、150 元和 180 元的标准，您想要订哪一种？

For set menus, the expenses per head range from RMB 100 yuan, RMB 150 yuan to RMB 180 yuan. Which would you prefer?

22. 您需要把菜分一下吗？

Excuse me, sir / madam. May I separate the dish for you?

23. 许多宾客对这款葡萄酒赞赏备至。

Many guests speak highly of the wine.

24. 我想要取消周六晚上的订位。

I'd like to cancel my reservation for Saturday night.

25. 明晚我要订一个 15 人的包厢，时间是明晚六点半。

I'd like a private room for 15 people at six thirty tomorrow evening.

26. 我们的鲜榨果汁有橙汁、苹果汁和西瓜汁。

We have fresh orange juice, apple juice and watermelon juice.

27. 请给我拿双筷子好吗？

Could you bring me a pair of chopsticks, please?

28. 做中国菜，刀工和菜式的搭配都一样重要。

To cook Chinese food, knifing skills and matching of ingredients are of equal importance.

29. 真抱歉，我会让厨师快一点。

I'm really sorry about that, I'll tell the chef to hurry.

30. 如果您对结账方式有任何疑问，欢迎随时与我们联系。

Please feel free to contact us if you have any questions with the payment arrangements.

题型二 英译中

1. The minimum charge for a private room is 200 Yuan per person.

包间的最低人均消费是 200 元。

2. We will have you seated as soon as we get a table available.

一有空桌，我们就安排你们坐下。

3. What kind of cuisine do you serve in your restaurant?

你们都有些什么风味的菜？

4. Could you give us a brief description of the Chinese food?

能不能简单给我们介绍一下中国菜？

5. We'd like to have some good dishes of Chinese characteristics.

我们想要几个有中国特色的好菜。

6. Which would you like better, a table in the hall or a private room?

您想要大厅的位置还是单独的包房？

7. Please hold the food/Please put our order on hold, because we still have one more friend coming.

请稍后点上菜，我们还有一个朋友没到。

8. What kind of tea would you prefer to begin/start with, black tea or green tea?

您要先喝什么茶，红茶还是绿茶？

9. A seating plan is often made in advance, and cards with guests' names should be placed where each individuals will sit.

入座安排要事先确定好，每个客人的座位上都应放置客人铭牌。

10. The Chinese cuisine has a long history, and is one of the Chinese cultural treasures.

中式菜历史悠久，是中国文化中的瑰宝。

11. Huaiyang food is famous for its cutting technique. Sichuan dishes are hot and spicy.

淮扬菜以其精湛的刀工见长，四川菜则以麻辣著称

12.To cook Chinese food, knifing skills and matching of ingredients are of equal importance.

做中国菜，刀工和菜式的搭配都一样重要。

13. A deposit of RMB 500 yuan is required to secure your booking.

您需要预付 500 元人民币押金，以保证您的预订。

14. Please feel free to contact us if you have any questions with the payment arrangements.

如果您对结账方式有任何疑问，欢迎随时与我们联系。

15. Tables in a banquet will be formally set with an array of cutlery, glasses and table linen and with a floral table decoration at the center.

宴会餐桌在正式摆台时，将会整齐摆放餐具、玻璃杯、和餐巾，并在餐台中央摆放花坛。

16. Here are some complimentary vouchers for you. You can pay with them next time when you have meals in our restaurant.

我们有一些赠券送给您，下次您在我们餐厅消费时可以拿赠券抵用。

17. At the end of the banquet and after all guests have left, clear wine glasses, cups and saucers, and remove napkins and table cloths.

宴会结束，等所有客人离开后，清理酒杯、茶杯和碟子，撤走餐巾和台布。

18. Any jugs of liquid (hot or cold) that are carried on trays must have their spouts facing inward so they do not spill onto guests.

放在托盘上的壶装液体（不论冷热），其壶口必须向内，以防溅洒到客人身上。

19. Sorry to have kept you waiting. I' ll see to it right away.

抱歉，让您久等了。我马上去处理此事。

20. When a guest complains, the server should listen to them attentively with a good judgment.

在客人投诉时，服务员需要认真倾听，并且要有较强的判断力。

21. I' d like to cancel my reservation for Saturday night.

我想要取消周六晚上的订位。

22. I' d like a private room for 15 people at eight thirty tomorrow evening.

明晚我要订一个 15 人的包厢，时间是明晚八点半。

23. We can only hold your private room till 7:30 p.m., because after that time it is the peak season.

您的预订我们只能为您保留到晚上 7 点 30 分，因为那段时间是高峰期。

24. After serving the last dish, you should tell the guests: “ This is the complete course.

当上最后一道菜时，你需要告诉客人“您好，菜已上齐。”

25. Please wrap the sliced Beijing duck with the shredded fresh shallot and the sweet bean sauce in the pancake.

请把片好的北京烤鸭沾上甜面酱，再放上新鲜的葱丝，用一张薄饼卷起来就可以吃了。

26. The Chinese cuisine has a long history, and is one of the Chinese cultural treasures.

中式菜历史悠久，是中国文化中的瑰宝。

26. In general, people in north China favor noodles, ravioli and other staples made from flour, while the majority of southerners consume rice almost daily.

总的来说，中国北方人比较喜欢面条、水饺和其他面食，而大多数南方人几乎每天以米饭为主食。

27. We can arrange for a few skilled servers to do that so that every guest can enjoy the dish at the same time.

我们将会安排一些技能娴熟的服务人员，确保每位客人都能够当下愉快用餐。

28. What size of birthday party are you going to order and how would you like us to arrange the tables?

您想在我们餐厅办一个多大的生日聚会？您希望我们怎样摆放桌子？

29. A seating plan is often made in advance, and cards with guests' names should be placed where each individuals will sit.

入座安排要事先确定好，每个客人的座位上都应放置客人铭牌。

30. There is an increasing interest in and appreciation of Chinese food in the West.

在西方国家，人们对中餐的兴趣日益浓厚，对中餐的了解也日益加深。

题型三 情景对话

1. What would you say to the guest if you want to confirm his/her reservation?

May I confirm your reservation, sir/madam? And then repeat the time, the number of people, and other requirements on the tables and dishes.

2. When a guest calls to reserve a private room for dinner, what information do you have to get?

I have to know the date and time for the reservation, the number of people, and any other special requirements

3. If the guest made a complaint about the dish, how would you do?

I would apologize to the guest, find out the reason, and change the dish or give him a discount according to the situation.

4. How would you introduce your restaurant to the guest?

I would tell the guest the business hours of the restaurant, the specials, the popular dishes and their tastes etc.

5. If a guest calls to reserve a table at 7 p.m., but there aren't any tables available, what would you say?

I'm sorry, our restaurant is fully booked at the moment. Would you mind changing your time? Tables will be available at 7:30. And we offer free drinks after 8:00 p.m.

6. When the guest finishes his dinner, and you want to know his suggestion, what would you say?

I would ask the guest whether he has enjoyed the dinner or whether there is anything the hotel can do to improve.

7. What is the most important element in the hospitality industry?

The success of the hospitality industry depends on the people-pleasers. Everyone can master the techniques of being nice to guests if they receive good training and plenty of practical experience. If pleased guests leave the hotel with a good memory, they are likely to visit the hotel again.

8. Some experts say that it is good to have an open kitchen. Do you agree with that?

I think it is a good idea to have an open kitchen. First, it can show the guest the cleanliness of the food. On the other hand, it may be a good way to attract guests, as people are usually very curious about how the delicious food is cooked. And cooking is also a kind of art for

people to enjoy.

9. What are the proper procedures for handling complaints?

The proper procedures for handling complaints are: 1) listen to the guest carefully, 2) apologize, 3) give explanations, 4) offer help, 5) take action, and 6) give feedback.

10. What's the attitude hotel staff should have when dealing with guests' complaints?

Some complaints are serious and some are quite trivial, but the hotel staff should investigate them carefully. No matter how the guests behave, the hotel staff should always try to be nice to them. Don't lose your temper on any occasion. Avoid arguing with the guests.

11. If your hotel wants to promote wedding banquet this month, what measures will you take?

Advertisement is a good way to sell products, so I think we can put advertisements on TV, magazines, newspapers and the Internet. We can also provide some special services to attract customers, such as toastmaster service, wedding cakes, special floral decorations, and so on. If the hotel regulations permit, we can also provide the new couple with a honeymoon suite in the hotel for one night.

12. If a guest wants to order some wine, but it seems that he /she is under 18 years old. What will you do then?

According to the law, only adults are allowed to drink wine or dine in the bar, if I am not sure about his / her age, I'll ask in this way, "May I see your identification?" . If he / she is under 18 years of age, I'll advise him / her to order some soft drinks or juices instead.

13. What do you think of the sentence "The guest is always right" ?

In my opinion, it means that when we provide service for the guest, we should stand in his shoes. Try all our best to make the guest satisfied. When handling misunderstandings and complaints, we'd better make good use of professional skills to respect our guest, save their face and make them stay in comfort. If the guest's requests are not rational, we should explain patiently why we can not meet their requests, and offer an apology to them.

14. What is your own opinion of receiving tips? Please state your idea in your own words.

I think tips mean that the guest is satisfied with my job and service. And I know it is quite

common in Western countries to accept tips from a guest. If the policy allows, I would accept tips in case the guests feel embarrassed.

15. If you are going to attend a job interview for the position as a banquet server, what qualifications and personalities are you expected of?

To be a server in a banquet department, one should be helpful, cooperative, enthusiastic, patient and quick to learn. Meanwhile, one should have self-control, the ability to work under pressure and loyalty. If possible, I think, work experience is important, too.