

# 沈阳现代化都市圈职业院校技能大赛

## 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.
2. Q: How do you check upon the guest's name of the reservation?
3. Q: The guests need a table for 4, and they would like to dine somewhere quiet.
4. Q: Can you explain the terms of breakfast both for adults and children in the hotel?
5. Q: If you want to confirm the reservation of the dinner, what will you say?
6. Q: Inform the guest that the restaurant is fully booked at 6pm, and suggest him to book a table at 7:30pm.
7. Q: What would you do when the guest complains that the restaurant is too noisy?
8. Q: Ask the guests' preference for food, Chinese, Western, Japanese or Korean.
9. Q: How do you offer to take order for the guests in the evening?
10. Q: How do you ask the guest to check his bill?
11. Q: Visit the table to check if your service is satisfactory. Inform the guest the last course will be dessert.
12. Q: Ask the guest his preference for juice.
13. Q: Ask the guest's choice of wine.
14. Q: What will you say when serving the guests their dessert?
15. Q: Ask the guest how he would like his steak prepared.
16. Q: What is the duty of a Food and Beverage Manager?
17. Q: Tell the guests the general sequence of a Chinese dinner.

18. Q: What do you recommend if the guest orders a fresh white water fish?
19. Q: How do you ask about the guest's preference for buffet or a la carte service?
20. Q: How do you ask about the guest's preference for salad?
21. Q: How do you respond to a guest's compliments to your service?
22. Q: How do you ask the guest where he or she would like to sit?
23. Q: Ask the guest what vegetable he'd like to have with his chicken.
24. Q: What do you say in seeing off the guests?
25. Q: Tell the guest what exactly is the dish of "Spaghetti with Lamb".
26. Q: As a hostess, what's the first thing you need to find out when the guest arrives?
27. Q: What will a bartender tell the guests about Margarita?
28. Q: What would you say if the guest wants to know the business hours of your restaurant?
29. Q: What information do you give when introducing your restaurant to the guest?
30. Q: What would you say when you are recommending something to the guest?
31. Q: After you have finished taking order for the guests, what would you say?
32. Q: If the guest asks what kind of drinks you have in the Chinese restaurant , what would you recommend to him?
33. Q: What would you say to the guest when you are recommending your house specialty?
34. Q: After ordering seafood for the starter, steak for the main course in western restaurant ,how do you recommend table wine for the guests?
35. Q: If the guest tells you that his wife is a vegetarian, what would you say?
36. Q: If a guest wonders whether he could smoke at the bar, what will you probably say?
37. Q: What would you ask when the guest orders whisky?
38. Q: How would you respond if a guest complained that the food is too slow?

39. Q: What will you do when the guest tells you that there's a miscalculation in the bill?
40. Q: What would you ask if the guest wants to settle his bill?
41. Q: How do you make sure of the number of people in the dinner party?
42. Q: How do you ask the guests who is paying for the dinner?
43. Q: How do you ask the guests to take their seats?
44. Q: What do you ask to see if the guest would like to have an aperitif before ordering?
45. Q: If the guest complains that the soup is cold, what should you do?
46. Q: What question would you ask further when the guest orders coffee?
47. Q: What would you do if the guest calls for room service (breakfast)?
48. Q: What's the standard of excellence for restaurant service in a deluxe hotel?
49. Q: Tell the guests about the choices they have for main course.
50. Q: Ask the guest his preference for fried eggs.

## 二、前厅、客房服务部分情景应答及答题要点:

1. Q: When the guest wants to book a standard room in your hotel, but you don't know whether you have a room or not, what should you say as a reservation assistant?
2. Q: You come to make up room for a guest, but he tells you that he prefers it later because he is busy doing some paper work, what will you say?
3. Q: What will you do if the guest says that she wants to use her hairdryer, but it's 110 volts?
4. Q: What should you say when you give the registration form to the guest as a receptionist?
5. Q: If the guest comes to you and says he can't open the door with the key to his room, what will you do?
6. Q: Try to introduce the different types and styles of rooms in the hotel to Mr. Bellows who is making a reservation over the phone.
7. Q: A guest tells you that he is attending an important conference, and wants to have

his suit dry-cleaned as soon as possible. What will you do to help?

8. Q: What's the information you give when you're introducing a guestroom to the guest?
9. Q: When a guest wants to know how long it takes to get to the airport. What should you say?
- 10.Q: If the guest says he would like to sleep late the next morning, what will you suggest?
- 11.Q: A guest wonders if the outdoor swimming pool of the hotel is a right place to cool off and relax.
- 12.Q: If the guest asks you to look after the baby for her, what will you say?
- 13.Q: What will the attendant say to help if a guest asks to have a stain on his clothes removed?
- 14.Q: What will you say if the guest complains the beef steak sent by Room Service is rare, while he asked for well-done?
- 15.Q: What will you say if there is no room available for the guest who is calling to make a reservation?
- 16.Q: How do you respond to an unexpected request from the guest?
17. Q:What will you say to help when the guest says the line to somewhere is always busy?
- 18.Q: Tell the guest how to ask for Room Service by telephone.
- 19.Q: How to respond to a guest's request for a late check-out.
- 20.Q: Explain to the guest the use of the Hotel Service Directory.
- 21.Q: What is not included in the room charge?
- 22.Q: Tell the guests about the voltage difference between the USA and China; remind him that the sockets in the bathroom are for 110 volts and 220 volts respectively.
- 23.Q: The guest would prefer the turn down service for him after 9:00 pm when you'll be off duty. How do you respond?

24.Q: Explain to the guest how to use the door knob menu to order and have his breakfast in the room.

25.Q: The guest orders Room Service, and now you are delivering his breakfast to the room. What do you say after knocking on the door?

26.Q: Phone the guest and tell him that you've found the cell phone he lost the other day.

27.Q: Apologize to the guest for the delay of his baggage delivery.

28.Q: A visitor comes to meet Mr. Smith in Room 2501, but he is not in the room now, what do you say to the visitor?

29.Q: How do you respond if a guest complains that one of the pillows in his room smells funny?

30.Q: How do you check with the guest when sending up his luggage?

31.Q: How do you ask the guest to make sure if there is something identical attached to his luggage?

32.Q: How do you respond when the guest requires wake-up service ?

33.Q: Tell the guest where to leave his laundry.

34.Q: Tell the guests to contact you when they have requests.

35.Q: You're sending back the laundry to Mr. Dave. Tell him a button on his shirt is missing, and you've sewed on a new one for him.

36.Q: One guest looks worried, show your concern and offer your help.

37.Q: How do you ask the guest to sign the name in the POS list?

38.Q: The guest tells you that he's just had a shower, and the bathroom is quite a mess.

39.Q: How do you greet the checking-in guests at the Front Desk?

40.Q: What are the items of information a receptionist should ask the guests to enter when filling out the registration form?

41.Q: How do you ask for guests' personal information politely?

42.Q: Inform the guest that you are able to accept his booking.

43.Q: If the guest is calling for another bath towel, what will you say?

44.Q: You've helped the guest check in at the Front Desk. And now tell him to follow the bellboy to his room.

45.Q: How do you inform the guest of the arrival of his visitor?

A: A certain Mr. Zhang wants to see you, sir. He is now waiting in the lobby.

46.Q: How do you ask the speaker to slow down?

47.Q: Give two examples of making courteous parting remarks.

48.Q: What should you say when the guest asks you something that you are not very clear about?

49.Q: How do you check if the visitor of a guest, named Williams, has an appointment?

50.Q: How do you respond if a guest complains that there is a noise in his room?