**2017年全国职业院校技能大赛西餐宴会服务赛项**

**英语口语试题公开题库**

**情境问答：**

1. Q: If the guest wants to reserve a table, what information do you have to know?

A: I have to know the expected time of arrival, the number of guests, the name of the guest, his telephone number, and all the special requests.

2. Q: What would you say to the guest who walks into your restaurant for dinner?

A: Welcome to our restaurant. May I have your reservation, please?

3. Q: What will you say if the guest wants a table that has been reserved?

A: I’m sorry, sir. That table is reserved. However, these tables are available.

4. Q: Before taking orders from the guest, what should you usually offer first?

A: I should offer the menu and the wine list.

5. Q: What will you say when you want to take an order from the guest?

A: Please, may I take your order?

6. Q: What will you say to the guest when all the dishes have been served?

A: That is all for your order. Please enjoy your meal.

7. Q: What will you say when the guest has been waiting for a long time?

A: I’m sorry to have kept you waiting.

8. Q: What will you say to the guest when he is leaving the restaurant?

A: Thank you for coming. We look forward to serving you again.

9. Q: How do you check the guest’s name of the reservation on arrival?

A: May I know the name in which the reservation was made, please?

10. Q: What do you say while you’re presenting the menu to the guests?

A: Here is the menu. I will be with you in a moment to take your order.

11. Q: How do you ask the guest to check his bill?

A: Here’s your bill. Please check it.

12. Q: How do you recommend the specialty of the restaurant?

A: Would you like to try our specialty? It is our chef’s recommendation and very delicious indeed.

13. Q: How do you ask the guest his choice of the main course?

A: What would you like for your main course, please?

14. Q: How do you ask the guest’s choice of wine?

A: Would you like a bottle of red wine to go with your Sirloin Steak?

15. Q: What do you say when serving the guests their dessert?

A: Here is your dessert. Please enjoy.

16. Q: What do you say to ask the guest how he would like his steak cooked.

A: How would you like your steak done? Rare, medium or well-done?

17. Q: What will you say if a guest wants to reserve a private room for Friday evening but all the private rooms have been reserved for that time?

A: I’m sorry, but there is no private room available for Friday evening. Would you mind changing it to a window table?

18. Q: When the guest tells you they need more time to think before ordering, how do you respond?

A: Please take your time. I will be back with you in a moment.

19. Q: What will you say when you are taking an order for salad?

A: What kind of salad would you prefer? We have Ham Salad, Prawn Salad and Fresh Vegetable Salad.

20. Q: How do you respond to a guest’s compliments to your service?

A: Thank you for your compliments. It’s our pleasure to be of service.

21. Q: What will you say to explain the service charge to the guest?

A: As you may have noticed, a 10% service charge has been added to the total bill.

22. Q: What kind of wine will you recommend to the guest who has ordered Green Lip Mussel?

A: I will recommend white wine to go with Green Lip Mussel and other kinds of seafood.

23. Q：What information do you give when introducing your restaurant to the guest?

A：I will introduce the style, the specialties, the popular dishes and the business hours of the restaurant.

24.Q：If some guests complain that there is a guest smoking in the non-smoking restaurant, what should you do?

 A：I will apologize to the upset guests and remind the other guest that smoking is not allowed in the restaurant. If he wants to smoke, he should go to the smoking area of the hotel.

25. Q：What will you say when you are recommending something to the guest?

A：May I suggest our chef’s specialty? Many guests speak highly of it.

26. Q：What do you need to do after the guest has finished ordering？

A：I need to reconfirm everything by repeating all the dishes he has ordered and all the special requests he has mentioned.

27. Q：After you have finished taking the order from the guests, what will you say?

A：Thank you. We’ll be back with your order soon.

28. Q: What do you say to check if the guests are enjoying their dinner?

A：Are you enjoying your dinner? Is there anything else I can do for you?

29. Q: What will you say to the guests if they ask you a question you don’t know?

A: I will apologize and ask my manager for assistance.

30. Q: If the guests tell you that they are full and want to leave, but there is still one more dish which hasn’t been served to the table, what will you do?

A: I will check with the chef to see whether the dish has been cooked or not. If it has been cooked, I will ask the guests if they would like to have it packed and taken away with them; if it has not been cooked yet, I will cancel the dish.

31. Q: What will you do when the guest tells you that there’s a miscalculation in the bill?

A: I will check the bill carefully. If there is a mistake, I will apologize and then bring the bill back to the cashier’s desk to correct it.

32. Q: What do you need to do if the guest would like to charge his bill to his room?

 A: I need to identify the guest by asking him to show his room card. Then I will take down his name, room number and finally make sure he signs the bill.

33. Q: What will you say to ask the guest the way of payment?

A: How would you like to pay? In cash, by credit card or room charge?

34. Q: What will you say to confirm the number of people who are dining?

 A：How many people are there in your party?

35. Q: How do you ask the guests who is paying for the dinner?

A: May I know who is paying, please?

36. Q: What will you say to the guest if he or she wants a pre-dinner drink?

A: Would you like an aperitif before you order?

37. Q: If the guest complains that the soup is cold, what should you do?

A: I will apologize to the guest and get another bowl of hot soup immediately.

38. Q: What question will you ask further when the guest orders coffee?

A: Would you like your coffee with milk or without?

39. Q: What are the five main kinds of restaurant services?

A: They are gueridon service, silver service, plate service, buffet service and takeaway service.

40. Q: Tell the guests about the choices they have for main course.

 A: What would you like to have for main course? We have Sirloin Steak, Roast Lamb, Grilled Prawns and Scallops with Ginger Sauce.