

澳洲广播电台

旅游业英语

Elementary English for Tourism and Hospitality 旅游业英语

LESSON 7 – In the Restaurant

第七课 – 在餐馆中

STUDY NOTES

学习笔记

Characters

课文人物

Mona:	Guest
蒙纳:	酒店客人
Jack:	Guest
杰克:	酒店客人
Jean:	Waitress
琴:	餐馆女服务员

The story

课文场景

Mona and Jack are dining at the Golden Lotus restaurant. Jean brings them their meals, but there is a problem with Mona's chicken dish.

蒙纳与杰克在金莲花餐馆用餐，餐馆女服务员琴为他们端上了菜肴，但是蒙纳点的菜出了一些问题。

Language Practice - Asking a guest if there's a problem

课文练习 – 询问他人是否有问题

Below are some model dialogues to practise asking if there's a problem. They also use **now**, **straight away** and **right away** to say that you will do something immediately. Read them out loud with a friend.

下面为您示范几个询问他人是否有问题的对话例句。在这些例句里使用了now, straight away 和right away 等短语来表示会立即采取相应的行动。请和朋友一起大声地朗读。

A: **Are you OK?** ↗

A: 请问有什么问题吗？

B: Would you be able to fix the phone in my room? It's not working.

B: 你能帮我修理房间里的电话吗？那台电话发生了故障。

A: I'm sorry. **I'll go and fix it now.**

A: 非常抱歉，我立即就去修理。

A: **Is everything alright?** ↗

A: 请问有什么问题吗？

B: There's no tea and coffee in my room.

B: 我的房间没有茶与咖啡供应。

A: I apologise. **I'll get you some right away.**

A: 非常抱歉，我立即就去安排。

A: **Is there a problem?** ↗

A: 请问有什么问题吗？

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B: Yes. My room is too cold.

B: 我的房间非常寒冷。

A: I'm sorry. **I'll see to it straight away.**

A: 非常抱歉，我立即就去调整温度。

A: **Is everything OK?** ↗

A: 请问有什么问题吗？

B: I've been waiting for 25 minutes and my meal hasn't arrived yet.

B: 我等了二十五分钟，但是我点的餐点还是没有准备好。

A: I'm sorry. **I'll see to it right away.**

A: 非常抱歉，我立即就给您上菜。

Grammar - 'mix up'

语法—mix up的使用

Mix up is a phrasal verb. That is, a verb followed by a preposition. It is possible to separate the verb 'mix' from the preposition 'up'. A **mix up** can mean a **mistake** or **confusion**.

Mix up 是一个短语动词，由动词加介词构成。通常两个词连在一起使用，

不过在一个句子里可以将动词mix和介词up拆开使用。Mix up一般表示出了错或者是混淆不清的意思。

Here are some other examples of this phrasal verb:

下面就举几个mix up短语动词的例句。

There was a slight **mix up** at the airport. (mistake)

机场出了一点失误。

There seems to have been a **mix up** with the delivery. (mistake)

在送货方面似乎出了差错。

I sometimes **mix** their phone numbers **up**. (confusion)

有时我将他们的电话号码给弄混了。

The guest always **mixes** the dishes **up** because they are similar. (confusion)

客人将菜肴给弄混了，因为它们看起来非常类似。

EXERCISES

练习

1. Key vocabulary

1. 重要词汇

Look up the meaning and pronunciation of these words in your dictionary.

请从字典里查找下列词汇的意思与发音。

alright	another	apologise
everything	inconvenience	mistake
Mix up	no worries	problem
slight	sorry	busy

2. Vocabulary

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2. 生词

Complete the following sentences using the words from the box above. After you have checked your answers, read each sentence out loud.

请从上一列词汇表中选择正确的词汇使用在下列的句子里，在组成完整的句子后请大声地朗读。

1. Is _____ alright?
1. 请问有什么问题吗?
2. I apologise for the _____.
2. 给您造成了不便，我很抱歉。
3. I'm sorry about the _____. The kitchen is very _____ at the moment.
3. 非常抱歉出了差错。厨房里此刻非常的忙碌。

3. Jumbled sentences – 3. 组句练习

Without looking at the notes on the previous page, rewrite the sentences with the words in the correct order. After you have checked your answers, read each sentence out loud.

请勿参阅前面示范的例句，将下列词汇组成一个完整的句子。在您核对答案后请大声地朗读这些句子。

1. been seems with to have there a up order the mix

2. up phone mix I sometimes their numbers

3. was airport mix a the slight there at up

4. dishes the mixes guest the always up

4. The Chant 4. 短语练习

Practice saying this chant out loud.

请朗读下列的短语

Is there a problem?

请问有什么问题吗?

A problem

with your pies?

请问您点的馅饼有什么问题吗?

I apologise,

我很抱歉

apologise,

I a-pol-o-gise!

Suggested answers: 2. 1) everything 2) inconvenience 3) mistake, busy. 3. 1) There seems to have been a mix up with the order. 2) I sometimes mix their phone numbers up. 3) There was a slight mix up at the airport. 4) The guest always

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我很抱歉。

