



中等职业教育课程改革创新教材  
中等职业教育创新教材审定委员会审定

# 英语

YINGYU

中等职业教育创新教材编委会编



职业模块  
服务类

西北工业大学出版社

**【内容简介】** 为了适应中等职业学校教育的改革和发展,进一步贯彻落实“以服务为宗旨,以就业为导向”的职业教育指导思想,本书依据教育部2009年最新颁布的《中等职业学校英语教学大纲》的要求编写。

本书共10个单元,每个单元均包括“课程引入”“语音练习”“听说”“语言银行”“读写”“语法”“文化与娱乐”和“自我评价”8个模块。课文以日常生活和学习为主要内容,具有实用性、趣味性和可操作性等特点。

本书可作为中等职业学校各专业文化基础课程教材使用。

### 图书在版编目(CIP)数据

英语/中等职业教育创新教材编委会编. —西安:西北工业大学出版社,2009. 11  
ISBN 978-7-5612-2678-0

I. 英… II. 中… III. 英语课-专业学校-教材 IV. G634. 411

中国版本图书馆CIP数据核字(2009)第202906号

出版发行:西北工业大学出版社

通信地址:西安市友谊西路127号 邮编:710072

电 话:(029) 88493844 88491757

网 址:www.nwpup.com

印 刷 者:廊坊市广阳区九洲印刷厂

开 本:787 mm×1 092 mm 1/16

印 张:48

字 数:1 075千字

版 次:2009年11月第1版 2014年9月第3次印刷

定 价:115.00元(共5册)

本册定价:23.00元

# 本书编委会

主 编：张红香 刘 雯

副主编：陈建军 俄志文 马荣生 罗玉祥

编 委：洪松林 熊贵华 刘 艳 王云阁

王佰信 关五萍 陈怀彦 鲁万顺

王丽君 韦红梅 杨林芳 李云霞

刘惠娥 朱小燕 杨丽娜 魏春玲

王红梅





# 前 言

为了适应中等职业教育教学改革新形势的需要,全面贯彻“以服务为宗旨,以就业为导向”的办学指导方针,体现“以就业为导向,以能力为本位”的课程体系,我们依据教育部2009年最新颁布的《中等职业学校英语教学大纲》(以下简称《大纲》)的要求,遵循以促进学生发展为本、公共基础与多样化选择相结合、注重对学生能力培养、统一性与灵活性相结合的四项改革的基本原则,按照基础模块、职业模块和拓展模块的课程体系,结合中等职业学校学生实际,贴近社会、贴近职业,根据经济社会岗位对职业能力的发展需求,由文化基础课课程专家、教研实践经验丰富的职教教研员及教学一线的骨干教师共同编写了本书。

《英语》(职业模块)服务类共一册,着力体现了素质教育和能力本位的精神,注重实际应用,突出了职业教育特色。

《英语》(职业模块)服务类教材的主要特点:

(1) 与初中英语教学相衔接,是《英语》(基础模块)的拓展,紧扣《大纲》。

书中覆盖了《大纲》全部语法项目,所有的交际功能项目和95%的词汇项目。本书是在《英语》(基础模块)基础上的拓展,贴近当前中职英语教学的实际。

(2) 模块式结构便于实施职业教育,注重英语的实际运用。

全书共10个单元,每个单元均包括“课程引入”“语音练习”“听说”“语言银行”“读写”“语法”“文化与娱乐”和“自我评价”8个模块,其中的“课程引入”部分是本书的一大亮点,力求在课程开始前就让学生充满期待,紧紧地抓住学生的注意力。本套教材还体现了英语的实际运用性,话题为日常最为普通的和常用的内容,与实际联系密切。

(3) 选材多样,知识性与趣味性并重。

本书在选取材料时,注重知识性和趣味性的结合,让学生在快乐的阅读和学习中获得知识。

(4) 课文编排由简到难,循序渐进,易学好用。

书中以话题为单元,体例编排由简单到复杂,循序渐进,利于学生逐步掌握知识要点,不断提高自身的能力。

英语(职业模块)服务类每个单元体例安排如下:

· **课程引入(Warming-up)**:这是本书的第一大亮点,取材贴近学生生活,便于学生快速进入本单元话题,以进一步展开教学。

· **语音练习(Pronunciation Practice)**:这一部分着重帮助学生掌握重点发音知识,做到让学生正确地听说读句子、单词及段落。

· **听说(Listening and Speaking)**:这一部分包含了听和说两类活动,旨在培养学生的听力技能、策略及用英语口语表达的能力。

· **语言银行(Language Bank)**:这一部分归纳总结了日常生活中常用的句子,以提高学生的口语交际能力。

· **读写(Reading and Writing)**:这一部分包含读和写两类活动,先读后写。既培养学生的阅读技能,又提高学生的书面表达能力。

· **语法(Grammar)**:这一部分主要以实用的语法项目为主,分布于每个单元并在其后配有精选练习。该部分其实是对学生在初中学习中的句子和语言规律的总结和提升。

· **文化与娱乐(Culture and Entertainment)**:这一部分内容旨在帮助学生更好地了解西方文化,开阔视野,同时也能提高阅读能力。

· **自我评价(Self-test)**:在每单元的最后,我们给大家提供了一个自我总结、自我评价的机会。通过这一方式使学生及时总结得失,以弥补学习中的纰漏。

由于时间仓促,书中难免存在缺点和不妥之处,望广大师生批评指正,以便在下次修订时改正。

编者

# Contents

---

## Unit 1 Hotel Service

Warming-up .....	2
Pronunciation Practice .....	3
Listening and Speaking .....	3
Language Bank .....	6
Reading and Writing .....	6
Grammar .....	8
Culture and Entertainment .....	11
Self-test .....	12

## Unit 2 Airline Service

Warming-up .....	14
Pronunciation Practice .....	15
Listening and Speaking .....	15
Language Bank .....	18
Reading and Writing .....	18
Grammar .....	20
Culture and Entertainment .....	22
Self-test .....	23

## Unit 3 Travel Service

Warming-up .....	25
Pronunciation Practice .....	26
Listening and Speaking .....	26
Language Bank .....	28

Reading and Writing .....	29
Grammar .....	30
Culture and Entertainment .....	33
Self-test .....	34

#### Unit 4 Postal Service

Warming-up .....	36
Pronunciation Practice .....	37
Listening and Speaking .....	37
Language Bank .....	40
Reading and Writing .....	40
Grammar .....	42
Culture and Entertainment .....	43
Self-test .....	43

#### Unit 5 Telephone Service

Warming-up .....	46
Pronunciation Practice .....	47
Listening and Speaking .....	47
Language Bank .....	50
Reading and Writing .....	50
Grammar .....	51
Culture and Entertainment .....	53
Self-test .....	54

#### Unit 6 Catering Service

Warming-up .....	56
Pronunciation Practice .....	57
Listening and Speaking .....	57
Language Bank .....	60

Reading and Writing .....	60
Grammar .....	62
Culture and Entertainment .....	63
Self-test .....	64

### Unit 7 Banking Service

Warming-up .....	66
Pronunciation Practice .....	67
Listening and Speaking .....	67
Language Bank .....	70
Reading and Writing .....	70
Grammar .....	72
Culture and Entertainment .....	73
Self-test .....	74

### Unit 8 Train Service

Warming-up .....	76
Pronunciation Practice .....	77
Listening and Speaking .....	77
Language Bank .....	80
Reading and Writing .....	80
Grammar .....	82
Culture and Entertainment .....	83
Self-test .....	83

### Unit 9 Sales of Services

Warming-up .....	85
Pronunciation Practice .....	86
Listening and Speaking .....	86
Language Bank .....	88

Reading and Writing .....	89
Grammar .....	90
Culture and Entertainment .....	92
Self-test .....	92

## Unit 10 Logistics Service

Warming-up .....	95
Pronunciation Practice .....	96
Listening and Speaking .....	96
Language Bank .....	99
Reading and Writing .....	99
Grammar .....	101
Culture and Entertainment .....	102
Self-test .....	103

## 附录 Vocabulary

# Unit **1**

## Hotel Service



## Warming-up

### 1 Complete the dialogues.

A: Hello, I have a reservation.

B: \_\_\_\_\_?

A: Sato, Maki Sato.

B: Ah yeah, you'll be in Room Nine Thirty-one.

I'll need to see your credit card and also please \_\_\_\_\_ this form.

A: Okay, \_\_\_\_\_ need to see my passport?

B: No, your credit card is enough. Please sign here. Here are your keys.

A: \_\_\_\_\_.



### 2 Match.

guest room    reception desk    lobby    business centre  
gymnasium    conference room



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



### 3 Answer the questions.

- (1) Can you list at least 4 types of guest rooms of a hotel?
- (2) A man is named Alan Walton Moore. Can you tell us his first name, given name and family name?
- (3) What do we call the big hall located on the ground floor of a hotel?

## Pronunciation Practice

元音 [i], [i:], [ə], [ə:], [ɔ], [ɔ:]

- [i] 发音的要领是:舌尖抵下齿,舌前部抬高,舌两侧抵上齿两侧,口形偏平。ship [ʃɪp] 船。
- [i:] 发音的要领是:发音时舌尖抵下齿,前舌尽量抬高、舌位高于 [i],口形扁平。meat [mi:t] 肉。
- [ə] 的发音要领是:发音时舌身平放,舌中部略隆起,双唇扁平。doctor [ˈdɒktə] 医生。
- [ə:] 发音的要领是:发音时舌中部比发 [ə] 音时略高。双唇扁平。bird [bɜ:d] 鸟。
- [ɔ] 发音的要领是:口张大,舌身尽量降低并后缩,双唇稍稍收圆。shop [ʃɒp] 商店。
- [ɔ:] 发音的要领是:舌后部抬得比 [ɔ] 高,双唇收得更圆更小,并向前突出。all [ɔ:l] 全部的。

## Listening and Speaking

### A

#### 1 Listen to the dialogue and repeat.

A: Room Reservations. Good afternoon.

B: I'd like to book a double room for Tuesday next week.

A: That's fine, sir. A double room for Tuesday, September 12<sup>th</sup>, with a front view or rear view?

B: What's the price difference?

A: A double room with a front view is 140 dollars per night, one with a rear view is 115 dollars per night.

B: I think I'll take the one with a front view then.

A: How long will you be staying?

B: We'll be leaving on Sunday morning.

A: That will be five nights, sir. Thank you very much, and we look forward to seeing you next Tuesday.

B: Good. That's all settled then. Good-bye.

A: Good-bye.



## 2 Listen and fill in the blanks.

A hotel is a temporary home for people who are \_\_\_\_\_. In a hotel the traveller can rest and has \_\_\_\_\_ to food and drink, either on the premises or nearby. The hotel may also \_\_\_\_\_ facilities for recreation, such as a \_\_\_\_\_ pool, a golf course, or a \_\_\_\_\_.



## B

### 1 Listen to the dialogue and repeat.

A: Room Reservations. May I help you?

B: Yes. I'd like to cancel a reservation, because the travel schedule has been changed.

A: That's OK. Could you tell me in whose name was the reservation made?

B: White. W-H-I-T-E.

A: And what was the date of the reservation?

B: From September 15<sup>th</sup> for 3 nights.

A: Excuse me, but is the reservation for yourself or for another party?

B: It's for my boss.

A: Well, may I have your name and phone number, please?

B: Yes, it's Ellen Green, and my number is 245-3971.

A: Thank you, madam. I will cancel Mr White's reservation for September 15<sup>th</sup> for 3 nights. My name is Wang Ying and we look forward to another chance to serve you.

B: Thank you the same. Miss Wang.

A: It's my pleasure. Goodbye.



## 2 Answer the questions.

- (1) What topic are they talking about?
- (2) Why does the customer want to cancel the reservation?
- (3) What is Miss Wang going to do?

## 3 Complete the following sentences.

- (1) The bathroom is \_\_\_\_\_. (浴室可用。)
- (2) \_\_\_\_\_ do I have to check out? (我必须在什么时间结账?)
- (3) I'd like a room for \_\_\_\_\_. (我想订一间今晚的房。)
- (4) How many days \_\_\_\_\_ stay? (您想住多少天?)
- (5) I'd like to book \_\_\_\_\_. (我想预订一个双人间。)

## 4 Complete the form below.

As a hotel service staff, how to answer the following words?

Guest	Staff
Thanks for your help!	
I'd like to check out of Room 304.	
My room is too hot.	
Do I pay in advance?	

5 Listen to the dialogue and answer the questions.

- (1) Where does the dialogue most likely take place?  
A. Market.                      B. Hospital.                      C. Hotel.                      D. School.
- (2) What do we know about Mr. White?  
A. He wants to take the elevator.  
B. He wants to change his room.  
C. He wants to see a doctor.  
D. He wants to book a room.
- (3) In the end, Mr White lives in the room \_\_\_\_\_.  
A. 1080                      B. 1008                      C. 1112                      D. 1212
- (4) The staff's attitude towards his guest is \_\_\_\_\_.  
A. angry                      B. friendly                      C. critical                      D. impatient

Language Bank

◆ *I'd like to book a double room for Tuesday next week.*

下周二我想订一个双人房间。

◆ *We have a special right now.* 我们现在特价中。

◆ *I think I'll take the one with a front view then.*

我想我还是要阳面的吧。

◆ *What is the rate, please?* 请问房费多少?

◆ *I'll let the overnight staff know.* 我会转告夜班服务员。

Reading and Writing

1 Pre-reading.

- (1) What role do hotels play in the tourist accommodation?  
(2) What is the major trend of the hotel groups in recent times?  
(3) How to make the independent hotels more competitive?

2 Read this text with the questions in your mind.

## Hotels in the World

Whereas hotels are often viewed as the main providers of tourist accommodation, in developed countries they often only account for a third of the total tourist accommodation used by European residents on holiday.

The World Tourism Organization estimated that there were 11.3 million hotels, motels and other international tourist accommodation rooms world-wide in 1991, and the world's inventory of rooms increased by an average annual rate of 2.5 percent between 1987 and 1991.

In recent times it has been the objective of the major hotel groups to grow even bigger. Brian Langton, Chief Executive of Holiday Inn World-wide said: "Hotel companies must be like sharks, they have to move forward to survive. For the big the future is rosy."

Independent hotels have formed themselves into marketing consortia as a means of overcoming the competition from established hotel groups. They tend to brand themselves by confining the membership to certain types or categories of hotel, such as "country hotels" or "prestige hotels". The main advantage to be gained from joining an independent hotel consortium is the ability of the single hotel to benefit from a more powerful marketing effort than any individual hotel could afford, to benefit from promotions mounted in international market, and to be included within international reservations systems only normally available the large hotel groups.



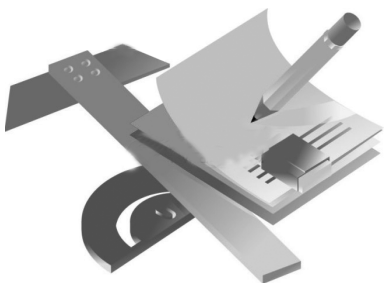
3 Fill in the blanks with the words in the box.

accommodation   resident   estimate   inventory   objective  
independent   individual   available

- (1) I \_\_\_\_\_ this chicken to weigh at three pounds.
- (2) You have to remain \_\_\_\_\_ about these things.
- (3) What type of \_\_\_\_\_ are you looking for?
- (4) His job of compiling the \_\_\_\_\_ took several hours.
- (5) They went their \_\_\_\_\_ ways.

- (6) Every adult permanent \_\_\_\_\_ will be eligible to vote.  
(7) We have a double room \_\_\_\_\_ on July 6.  
(8) A wife can have property \_\_\_\_\_ of her husband.

4 Write down your own opinions on how to improve English.



---

---

---

---

---

## Grammar

### 动 词

#### 1. 定义

用以叙述主语的动作、状态、性质等的词称为动词,如:be(am, is, are, was, were)(是),come(来),go(去),feel(感觉),do(做),eat(吃),read(读),write(写)等。

(1) 不及物动词(也称自动词)(Intransitive Verb, *vi.*)。例如:

Tom goes to school by bicycle every day. 汤姆每天骑自行车上学。

He is a very bright student. 他是一个很聪明的学生。

(2) 及物动词(也称他动词)(Transitive Verb, *vt.*)。例如:

The teacher punished the lazy students. 老师处罚了那些懒惰的学生。

Farmers here grow rice and vegetables. 这里的农夫都种植水稻和蔬菜。

I know nothing about it. 关于此事我毫不知情。

※及物动词的动作对象称为及物动词的直接宾语(Direct Object),如上面各例中的students, rice, vegetables, nothing等。

(3) 助动词(Auxiliary Verb),如be, do, can, will等。例如:

They are talking about the picnic. 他们正在谈野餐的事。

Does your mother speak English? 你的母亲会说英语吗?

Can you ride the bicycle? 你会骑自行车吗?

## 2. 规则动词的词形变化

(1) 陈述语气第三人称单数一般现在时。

1) 原形动词词尾 + s。例如:

help(帮助)→helps            come(来)→comes

2) 原形动词词尾“ch, sh, o, s, x” + es。例如:

teach(教)→teaches            wash(洗)→washes            go(去)→goes

kiss(吻)→kisses            fix(安装)→fixes

3) 原形动词词尾为“辅音字母 + y”时,去 y 后加 ies,若是“元音字母 + y”,只加 s。例如:

study(学习)→studies            play(游戏)→plays

※本项规则的“第三人称单数”是指句子的主语。例如:

She goes to school on a bicycle every day.

(2) 现在分词(也称“-ing”形)。

1) 原形动词词尾 + ing。例如:

speak→speaking(说)            study→studying(学习)            go→going(去)

2) 原形动词词尾为 e 时,去 e 后加 ing。例如:

live→living(住)            make→making(制造)

3) 原形动词词尾为 ie 时,先把 ie 改为 y 后加 ing。例如:

lie→lying(卧,躺)            die→dying(死)

4) 原形动词词尾为“短元音 + 辅音字母”时,先双写词尾辅音字母后再加 ing。例如:

plan→planning(计划)            kid→kidding(开玩笑)

※双音节动词若其词尾的词形如本项的情形,但重音落在第一音节者直接加 ing,若是重音落在第二音节者则依本项规则加 ing。例如:

visit→visiting(拜访)            begin→beginning(开始)

5) 原形动词词尾为“元音 + l, r”并为重读音节时,常重复词尾后再加 ing。例如:

compel→compelling(强迫)

(3) 过去式和过去分词。

1) 原形动词词尾 + ed。例如:

rain→rained(下雨)            need→needed(需要)

2) 原形动词词尾为 e 时,加 d。例如:

live→lived(住)            like→liked(喜欢)

3) 原形动词词尾为“辅音字母 + y”时,去 y 后加 ied,若是词尾为“元音字母 + y”,只加 ed。例如:

study→studied(学习)      play→played(游戏)

4) 原形动词词尾为“短元音 + 辅音字母”时,先双写该辅音字母后再加 ed。例如:

chat→chatted(闲谈)      kid→kidded(开玩笑)

beg→begged(恳求)      stop→stopped(停止)

※双音节动词若其词尾的词形如本项的情形,但重音落在第一音节者直接加 ed,若是重音落在第二音节者,则依本项规则加 ed。例如:

visit→visited(拜访)      omit→omitted(省略)

5) 原形动词词尾为“元音 + l, r”并为重读音节时,常双写词尾后再加 ed。例如:

compel→compelled(强迫)      prefer→preferred(宁愿选择)

※英语字母“c”后面接“e, i”时通常都发[s]音,如 face, city。因此,如 picnic 作动词使用时,其词形变化为了要保住其词尾的[k]音,通常都先加 k 之后再加 ing 或 ed。例如:

We went picnicking last Sunday. 上星期天我们去野餐了。

We picnicked in a park by a lake. 我们在湖边的一个公园野餐了。

## Practice

Choose the correct answer.

- I will tell him as soon as he \_\_\_\_\_ back.  
A. come      B. comes      C. will come      D. came
- Mary \_\_\_\_\_ on shoes when she \_\_\_\_\_ them.  
A. tries; buys      B. tries; buies  
C. trys; buys      D. trys; buies
- The girl often \_\_\_\_\_ cold when she \_\_\_\_\_.  
A. catches; dances      B. catches; dances  
C. catches; dancees      D. catches; dances
- \_\_\_\_\_ he \_\_\_\_\_ himself there?  
A. Do; enjoy      B. Does; enjoies  
C. Does; enjoys      D. Does; enjoy
- \_\_\_\_\_ your teacher \_\_\_\_\_ from them very often?  
A. Do; hear      B. Does; hear  
C. Do; receive      D. Does; receive
- \_\_\_\_\_ your mother \_\_\_\_\_ some cleaning on Sunday?  
A. Does; does      B. Do; does  
C. Does; do      D. Do; do
- \_\_\_\_\_ Tim \_\_\_\_\_ to work hard to help his family?  
—Yes, he \_\_\_\_\_.



- A. Has; /; does  
 B. Has; /; does  
 C. Does; has; has  
 D. Does; have; does
8. Which teacher \_\_\_\_\_ lessons to you every day?  
 A. is giving      B. give      C. gave      D. gives
9. —Smith does not go fishing on weekdays, \_\_\_\_\_?  
 —\_\_\_\_\_, he does.  
 A. does he; No      B. does he; Yes  
 C. doesn't he; No      D. doesn't he; Yes
10. Mr. Blue often \_\_\_\_\_ fishing on Sunday, \_\_\_\_\_ he?  
 A. goes; doesn't      B. goes; isn't  
 C. doesn't go; does      D. doesn't go; is

## ● Culture and Entertainment

### Guest Service

The services that a modern hotel provides for its guests are getting more and more extensive. The thousands of hotels all around the world compete with one another in adding new temptations to the already dazzling array of services. Below is a list of basic services described in the Key Card of the Palace Hotel.

**ROOM SERVICE:** For everything you want, please use the telephone in your room.

**TEA AND COFFEE:** There are tea and coffee making facilities in all the bedrooms.

**NIGHT PORTER:** The Night Porter has a supply of drinks if you need something after the bar has closed and he is on call throughout the night.

**SHOE CLEANING SERVICE:** There are shoe cleaning machines on the second and fifth floor.

**LAUNDRY:** A same-day service is available from Monday to Friday. Garments handed to the Hall Porter before 10:00 a. m. will be returned the same evening.

**THEATER TICKETS:** These can be obtained by contacting Business Center.



VALUABLES: Valuables should be deposited at the Reception Office and receipt obtained for them.

EARLY CALL: The panel at the head of your bed contains an automatic waking device.

IRONING: Please call Laundry Service.

QUIET: If you wish to remain undisturbed, please hang the “Do Not Disturb” sign on your door.

## Self-test

Write down the new words you have learnt in this unit:

~~~~~

~~~~~

~~~~~

Write down the new phrases you have learnt in this unit:

~~~~~

~~~~~

~~~~~

Write down the important expressions you have learnt in this unit:

~~~~~

~~~~~