

河南省 2010 年普通高等学校对口招收中等职业学校毕业生考试

旅游类专业课试题卷

考生注意：所有答案都要写在答题卡上，写在试题卷上无效

一、选择题（饭店服务与管理英语 1-10；补全对话 11-18；阅读理解 19-25；餐饮服务与管理 26-45。每小题 2 分，共 90 分。每小题中只有一个选项是正确的，请将正确选项涂在答题卡上）

饭店服务与管理英语 1-10

1. 自助型饭店

- |              |          |
|--------------|----------|
| A. snack bar | B. B&B   |
| C. cafe      | D. motel |

2. 团体预订

- |                       |                            |
|-----------------------|----------------------------|
| A. group reservation  | B. guaranteed reservation  |
| C. group registration | D. guaranteed registration |

3. 豪华套房

- |                    |                  |
|--------------------|------------------|
| A. junior suite    | B. complex suite |
| C. president suite | D. deluxe suite  |

4. 买入价

- |                  |                |
|------------------|----------------|
| A. selling rate  | B. direct rate |
| C. indirect rate | D. buying rate |

5. 接待员

- |                 |                |
|-----------------|----------------|
| A. receptionist | B. chambermaid |
| C. waiter       | D. bellman     |

6. 葡萄酒

- |           |              |
|-----------|--------------|
| A. liquor | B. brandy    |
| C. wine   | D. champagne |

7. 涉及，包含

- |             |                |
|-------------|----------------|
| A. evaluate | B. involve     |
| C. affect   | D. interrelate |

8. 菜系

- |            |              |
|------------|--------------|
| A. banquet | B. cafeteria |
| C. cuisine | D. foodstuff |

9. 管理

- A. management                      B. discipline  
C. performance                      D. supervisor

10. 网球场

- A. ball room                      B. billiard room  
C. bowling alley                      D. tennis court

补全对话 11-18 （请用题后方框内所给的句子补全对话，将所选句子的序号填在答题卡上相应的位置，每个句子只能使用一次）

(Dialogue- 1)

( R-receptionist      G-guest)

11. R: Good evening, sir. May I help you?

G: Yes, please. \_\_\_\_\_ Can I have a room?

12. R: \_\_\_\_\_

G: I'm afraid I haven't.

13. R: Just a moment please. \_\_\_\_\_

(The receptionist checks the list.)

Sorry, sir. We can't arrange you a room until eight o'clock this evening.

G: Oh! I'll just wait here. Thanks.

14. R: You're welcome, sir. If you need any help, do let us know.

G: \_\_\_\_\_

- A. I have to check if there's a room available.  
B. I've just arrived from Nanjing.  
C. Thank you. No problem.  
D. Have you made a reservation, sir?

(Dialogue- 2)

( C-cashier      G-guest)

15. G: Could I have my bill, please?

C: Certainly, sir. \_\_\_\_\_

16. G: Riley, Riley Smith from Room 316.

C: Here we are, sir. \_\_\_\_\_

17. G: But I've only been here one night. \_\_\_\_\_

C: Yes, Mr. Smith. The first item here is the charge for your fax to London.

18. G: Oh, I forget that. I'm sorry. It is right.

C: It doesn't matter. \_\_\_\_\_

G: By credit card.

- A. That comes to 980\$ altogether.
- B. Can you explain the items one by one?
- C. How would you like to pay your bill?
- D. May I have your name?

阅读理解 19-25 (阅读下列短文, 并根据文章内容选择最佳答案, 将所选答案的序号填在答题卡上)

Passage 1:

The Blacks had never been rich enough to spend their summer holidays in a luxurious place. This year, however, Mr. Black made a lot of money and his wife said that she would like to go to Rome for a change. Mr. Black thought it's a good idea. He said they should stay at a really good hotel while they went around the famous city.

They flew to Rome, and arrived at their hotel late one evening. They thought that they would have to go to bed hungrily because no meals were served in cheap hotels where they used to stay. They were therefore surprised when the waiter asked whether they would be having dinner there at night.

"Are you still serving dinner now?" asked Mrs. Black. "Certainly, madam." answered the waiter. "We serve it until half past nine."

"What are the time for meals then?" asked Mrs. Black.

"We serve breakfast from seven to half past eleven in the morning, lunch from twelve to three, tea from four to five and dinner from six to half past nine."

"But that hardly leaves any time for us to see the sights of Rome!" said Mrs. Black in a disappointed voice.

19. This year Mr. Black \_\_\_\_\_ a lot of money.

- A. printed      B. owed      C. earned      D. borrowed

20. Mrs. Black wished \_\_\_\_\_.  
A. to go to Rome to change the money  
B. to go to Rome for a visit  
C. to go to Rome to exchange the money  
D. to go to Rome for a party
21. On the first evening in Rome they thought \_\_\_\_\_.  
A. they would go to bed without having dinner  
B. meals were served at that time in the hotel  
C. they wouldn't take dinner until half past nine  
D. dinner was not necessary
22. Mrs. Black thought \_\_\_\_\_ when she heard the time for meals.  
A. they would have enough time to go sight-seeing  
B. that would leave some time to see the sights of Rome  
C. there was no need for them to see Rome  
D. they would have little time to see the sights of Rome

Passage 2:

Hong Kong has about 40 public beaches. Some of the beaches are among the best in the world. People can go there for a swim. You can go to most of them by bus. To go to some of the beaches you must take a boat. There are clothes changing rooms and places to buy food and drink on most of the beaches.

You will swim there without danger if you remember these instructions:

- 1) Never swim alone.
- 2) Never swim after a meal or when you feel hungry or tired.
- 3) Don't stay in the water too long.
- 4) Never go out in a boat if you can not swim.

Remember: A red flag means that it is dangerous for anyone to go into the water. A blue flag means that it is dangerous for children.

23. You can do many things on the beaches except \_\_\_\_\_.  
A. swimming  
B. buying food and drink  
C. watching TV  
D. changing clothes
24. We can reach \_\_\_\_\_ by bus.  
A. all the public beaches  
B. any public beach  
C. only a few public beaches  
D. most of the beaches

25. When you see a blue flag you know that \_\_\_\_\_ there.

- A. woman should not swim
- B. children should not swim
- C. nobody should not swim
- D. anybody can swim

餐饮服务与管理 26-45

26. 我国第一家肯德基餐厅出现的时间是

- A. 1985 年
- B. 1986 年
- C. 1987 年
- D. 1988 年

27. 下面的消毒法中, 所用时间最长的是

- A. 煮沸消毒法
- B. 蒸气消毒法
- C. 高锰酸钾溶液消毒法
- D. “八四”消毒液消毒法

28. 西餐汤类可以选用\_\_\_\_\_搭配。

- A. 雪利酒
- B. 低度干白酒
- C. 低度干红酒
- D. 甜葡萄酒

29. 白葡萄酒杯的容量规格为\_\_\_\_\_毫升。

- A. 126
- B. 168
- C. 210
- D. 224

30. 下列选项不属于餐饮部组织机构设置原则的是

- A. 自主
- B. 高效
- C. 协调
- D. 统一

31. 著名的“丁香火腿”是\_\_\_\_\_的传统名菜。

- A. 法式菜
- B. 美式菜
- C. 英式菜
- D. 俄式菜

32. 为 VIP 客人送果篮时, 应提前\_\_\_\_\_分钟送达房间。

- A. 15
- B. 18
- C. 20
- D. 25

33. 中式烹饪常见的烹调方法有

- A. 16 种
- B. 17 种
- C. 18 种
- D. 19 种

34. 以玉米和黑麦等为主要酿造原料的是\_\_\_\_\_威士忌。

- A. 苏格兰
- B. 爱尔兰
- C. 美国
- D. 加拿大

35. 在饭店, 咖啡厅常采用

- A. 半班制
- B. 一班制
- C. 两班制
- D. 弹性工作制

36. 宝马 (Bokma) 是\_\_\_\_\_的名品。

- A. 朗姆酒
- B. 干金酒
- C. 荷兰金酒
- D. 特吉拉酒

37. 烹制牛、羊肉的五种火候中, M. W 指的是

- A. 三成熟
- B. 五成熟
- C. 七成熟
- D. 全熟

38. 西餐宴会冷头盆可在宴会前\_\_\_\_分钟事先上好。  
A. 8                      B. 10                      C. 12                      D. 15
39. 瓷器的种类繁多, 目前强化瓷平均使用率占  
A. 15%                      B. 35%                      C. 45%                      D. 50%
40. 在折金鱼餐巾花时, 没有用到的基本折叠技法是  
A. 卷                      B. 推折                      C. 折叠                      D. 翻拉
41. 下面不属于饭店培训工作特点的是  
A. 形式多样              B. 时间分散              C. 内容广泛              D. 难度较大
42. 西餐使用的瓷器餐具中, 直径为 20 厘米的圆形平盘是  
A. 主菜盘                      B. 面包盘                      C. 开胃品盘                      D. 甜品盘
43. 直径 200 厘米的圆桌面一般是供\_\_\_\_人就餐使用的。  
A. 8                      B. 10                      C. 12                      D. 14
44. 白葡萄酒饮用前需贮陈  
A. 2~5 年                      B. 3~7 年                      C. 4~8 年                      D. 6~7 年
45. 饭店餐厅大多采用中央空调系统, 冬季温度保持在\_\_\_\_ °C 之间。  
A. 18-20                      B. 18-22                      C. 20-22                      D. 22-24

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## 饭店服务与管理英语 (50 分)

二、判断题 (每小题 1 分, 共 10 分。在答题卡的括号内正确的用“T”表示, 错误的用“F”表示)

46. The Front Office is not very important in creating a home away from home for all the guests.
47. When the telephone rings, the operator picks up the receiver at the first ring.
48. In a hotel, service first and guests foremost.
49. The reputation of a restaurant depends only on its quality of the food and drinks.
50. The Recreation staff must be good at motivating guests and sensitive to their needs.
51. Many foreign guests enjoy shopping in China.
52. Only the Front Office staff have direct contact with the customers.
53. The success of management depends on the service of all employees.
54. Supervision is the management of human resources.

55. Planning, organizing , leading and controlling are not very closely interrelated in practice.

三、选词填空（每小题 2 分，共 20 分。请用方框内所给的词或词组补全句子，并将其适当形式填在答题卡上相应的位置）

service	cooperative	cash	fulfill	guarantee
relax	ought to	apologize	tradition	convenience

56. We must try our best to \_\_\_\_\_ the guests' requests.

57. Guests of all ages go to the Recreation Center to do exercises to \_\_\_\_\_ themselves or to enjoy night life.

58. Chopsticks tell of Chinese \_\_\_\_\_ in their own way.

59. I do \_\_\_\_\_ for giving you the wrong dish.

60. All the hotel staff must be \_\_\_\_\_ with each other and loyal to the management.

61. I am afraid that we only can \_\_\_\_\_ the table before 11:40 in the noon.

62. Would you like to pay in \_\_\_\_\_ or by credit card?

63. Use power to punish employees for their bad \_\_\_\_\_.

64. Shops have been much to the \_\_\_\_\_ and pleasure of guests.

65. All the hotel staff \_\_\_\_\_ learn something about foreign customs.

四、汉译英（66-67 每小题 4 分，68-71 每小题 3 分，共 20 分。请将下列句子的翻译写在答题卡上相应的位置）

66. ----可以优惠吗？

----最多打九折。

67. 越来越多的饭店精心策划了康乐节目，并配以完善的设备。

68. 我想买件充分体现中国文化的物品，作为我中国之行的纪念。

69. 请您留下姓名和电话，我会通知客人给您回电的。

70. 从某种意义上说，管理就是安排合适的人来做合适的事。

71. 游客们喜欢去那些声誉好的饭店。

## 餐饮服务与管理（60 分）

五、判断题（每小题 1 分，共 10 分。在答题卡的括号内正确的打“√”，错误的打“×”）

- 72. 餐饮企业接待客人的数量受营业面积大小、餐位数多少的限制。
- 73. 精简是机构设置的最高原则。
- 74. 中餐摆台时在骨碟直径延长线 1 厘米处放调味碟。
- 75. 啤酒中含有 17 种维生素和 11 种氨基酸。
- 76. 红葡萄酒示酒时需将酒篮倾斜 45°。
- 77. 餐饮安全管理的主要任务是保证客人人身和财物的安全。
- 78. 在客人左侧递铺餐巾时，应左手在前，以免碰到客人胸部。
- 79. 餐饮部在内部关系上采用垂直领导、横向协调的方法。
- 80. 休息室餐前酒服务时，若客人立饮，应先给客人递上酒然后递上餐巾纸。
- 81. 激励是促使人力资源发挥效用的关键手段。

六、名词解释题（每小题 3 分，共 12 分）

82. 餐饮服务

83. 酒度

84. 炖

85. 圆形分析图

七、简答题（4 小题，共 27 分）

- 86. 吸尘器的使用与保养方法有哪些？（6 分）
- 87. 如何为儿童客人服务？（7 分）
- 88. 鸡尾酒亚历山大(Brandy Alexander)如何调制？（7 分）
- 89. 宴会服务员应做到的“八知”“五了解”的内容是什么？（7 分）

八、论述题（11 分）

- 90. 论述在中餐厅午餐、晚餐服务中迎宾的方法。