

Lesson5 店家服務禮儀

Part1. Vocabulary 單字

1. serve [sɜ:v] 服務
2. understand [,ʌndə'stænd] 理解
3. watch out 小心 (=be careful)
e.g. Watch out your scooter.
4. sold out 賣完了
e.g. We are sold out.
5. out of stock 缺貨

Part2. General sentences 常用句子

◆ 客人入座閱讀菜單時可以說

1. When you are ready let me know. I'll be here right away.
你們想要點菜時讓我知道，我會過來這裡
2. Let me know when you are ready.
= Call me / Tell me / Wave at me when you are ready.
好了請告訴我
3. Do you want the drink first or after?
=Would you like your drink to come first or after?
飲料要餐前還是餐後上?

◆ 客人吃完飯時

1. How was your meal?
吃得怎麼樣?好吃嗎?
2. Can I get you anything else?
= Will there be anything else?
= Anything else?
還要些甚麼嗎?
3. If you need anything else let me know.
如果您需要甚麼服務跟我說
4. Let me know when you are ready and I'll get you the check.
你們要結賬時跟我說，我再為您結帳
➤ bill=check

5. May I clear your plate? / May I clear your table?
可以幫您收個盤子嗎?
6. Excuse me, let me serve you the meal. / let me serve the meal for you. /let me serve you your meal.
打擾一下，幫您遞送餐點
7. Excuse me; allow me to fill up your water.
打擾一下，幫您加一點水

◆ 其他服務

1. Have you been here before?
之前有來過嗎?
2. I'm afraid I don't understand.
抱歉我不懂您的意思
3. Pardon? Say it again, please.
什麼? 請再說一次
4. How cold do you want? A little of Ice or A lot of ice.
你要多少冰塊? 一點冰還是很多冰
➤ a lot of 許多 / a lot of + sth. /e.g. a lot of water
5. Enjoy your meal.
請慢用
➤ Enjoy your treat./ Enjoy your vacation./ Enjoy your class.
6. Watch your step, please.
= Please watch out your steps.
= Watch out please.
請小心台階
7. We are all sold out.
= We're out of stock.
我們賣完了
8. Do you need a taxi?
需要幫你叫計程車嗎?
- Would you please call a taxi for me?
可以幫我叫計程車嗎? (客人)
(=Would you call me a taxi?)

◆ 當有客人問路/廁所

- Where is the bathroom?

廁所在哪裡?

➤ 使用 restroom 比較有禮貌

- What's the best way to walk to the train station?

- What's the nearest / closest way to the train station?

最近的車站怎麼走?

A: Walk down this road and keep going straight for about 10 minutes.

沿著這條路直走大約 10 分鐘

B: You can keep going straight until you get to the traffic light.

你可以直走走前面紅綠燈處

➤ traffic jam 交通阻塞

B: You'll see it on your right/left.

目的地將會在您的右/左邊

相關詞彙

turn left / right 左轉/右轉	traffic lights 紅綠燈
go straight / go ahead 直走	between 在...之間
go past 經過...店	at the corner of 轉角
next to 在...旁邊	junction 交叉路口 (=intersection)

Part3. Conversation practice 會話練習

Conversation 1

A: Here is your apple pie Madam. Here's your order.

餐點來了，小姐！您的蘋果派

B: Thank you. It looks great.

謝謝你！它們看起來真好吃！

A: Can I get you anything else?

我還能幫您點什麼東西的嗎？

B: Thank you, I'm good.

暫時沒有，謝謝

A: All right. Enjoy your meal/order.

好的！享用您的晚餐吧！

Conversation 2

A: What's the best way to walk to the train station?

最近的火車站怎麼走?

B: Go straight, and then turn right on Gongyuan Road.

直走後看到公園路右轉

B: The train station will be on your right-hand side.

火車站就在你的右手邊

A: Thank you.

謝謝

Review 複習

Conversation

Waiter: Hello, come in please. Do you have a reservation/booking?

Customer: Yes, I do.

Waiter: Whose name is your reservation under?

=Under whose name is your reservation made?

Customer: It's under my name, Mr. Blackwell.

Waiter: Let me check. All right I'll show/take you to your table.

Waiter: Have a seat please. I'll bring you the menu right away.

Customer: Thank you.

Waiter: Here's the menu. Have/Take a look please.

Customer: Ok, I'll wave to you once I'm ready.

Waiter: Sure.

Waiter: May I take your order?

Customer: Yes, please.

Waiter: Is it your first time here?

Customer: Yes. That's right.

Waiter: What would you like to order?

Customer: What do you recommend?

Waiter: Our steaks are strongly recommended; especially the beef one is our bestseller.

Customer: Sounds good. I'll go for beefsteak./ (I would like to order beefsteak).

Waiter: How do you like your steak?

(Rare, medium rare, medium, medium well or well done)

Customer: Medium rare please.

Waiter: What about your sides dish?

Customer: Salad and soup.

Waiter: How about your drink and dessert?

Customer: Iced lemon tea and brown chocolate cake. Thank you.

Waiter: Anything else?

Customer: That's all. Thanks.

Customer: Check, please.

Cashier: How did you like the food and the service?

Customer: Yeah, I liked it. It was great. Thank you.

Cashier: How do you like to pay your bill?

Customer: Cash, please.

Cashier: Your bill comes to a \$1050 including service fee.

Customer: How much do you charge for the service?

Cashier: We charge 15% service fee. Thank you for coming and hope to see you again.

Quiz

1. What would you like to order/have?
I would like to order/have.....
2. What T-shirt size do you wear?
I wear medium size.
3. How do you like the phone?
I love it.
4. How cold do you like your drink?
Less iced please.
5. How sweet do you like your tea?
Half sugar please.
6. How does it cost?
It cost you \$600.
7. What's your final price?
I can give you 10% off.
8. How do you like to pay your bill?
Cash please.
9. How's the weather today?
It's sunny.
10. I forgot my umbrella. Can I borrow one?
Sure.