**西餐服务知识问答题库**

**题型一：中译英**

1. 您一共有几个人用餐？（How many people are there in your party?）
2. 这个餐桌的位置可以吗？（Will this table be all right for you?）
3. 您需要看菜单吗？（Would you like to see the menu?）
4. 您早餐想吃点什么？（What would you like to have for your breakfast?）
5. 晚餐要不要来点葡萄酒呢？（Would you like to have some wine with your dinner?）
6. 我们有黑椒汁，红酒汁，蘑菇汁。（We have black pepper sauce, red wine sauce, mushroom sauce.）
7. 先生，您还要点什么吗？（Would you like anything else, Sir?）
8. 请让我来为您介绍一下我们的自助餐。（Please allow me to introduce our buffet to you. ）
9. 能不能给我们推荐点好的酒呢？（Could you recommend some good wine to us?）
10. 请问您怎么付钱？（How would you like to make your payment?）

**题型二：问答题**

1. What should you do if you spill a beverage or some soup on a guest’s clothes?
	1. Apologize first.
	2. Give the guest two or three solutions to choose from.
	3. Comply with the guest‘s request（free laundry）
	4. Apologize again.（thank the quest for understanding）.
2. what should you do if a quest complains about the quality of the food?
3. Check the food first.
4. Report it to the chef or supervisors.
5. Make a substitution sonable explanation.
6. If the actual number of guests attending a banquet is more than the number of place reserved, what should you do?

A. Get correct information （No.of people, cover charge, backgruond of the quest etc.）form the host.

B. Make a new seating arrangement as soon as possible.

C. Ask the guests if they have any other requests.

1. Follow up accordingly.
2. What do you do with objects left in a dining room by a guest after a meal ?
3. Try to find the guest .
4. Report to the assistant manager .
5. Hand it over to the lost－found room and record it .
6. How do you handle a guest‘s child who is running in the dining room during a meal ?
	1. Inform the child‘s parents .
	2. With the permission of the child‘s parents, take the child to another room not far away form the dining－room to play games .
	3. Send the child back to his parents after the banquet .
7. If the beef ordered by a guest is overcooked, how do you manage this situation ?
	1. Inform the kitchen .
	2. Comply with the guest‘s request：change or cancel the order .
	3. Prepare another dish if necessary .
8. During a meal a guest has to leave the room to deal with something urgent . what should you do, as a waiter, with his food ?
	1. Take the hot dish to kitcken and inform the quest near him.
	2. Keep it warm .
	3. When the guest comes back, serve it again .
9. If a guest’s fork or spoon falls onto the floor, what do you do ?

A. Pick it up for guest .

B. Tell the guest to wait a moment .

C. Come back holding a tray with a napkin and a clean fork or spoon on it .

D. Place it correctly on the table （and ask the guest if he/she has any other requests）.

9. If a guest thinks that he/she has been overcharged, what should you do ?

1. Thanks the guest for pointing it out .
2. Ask the guest to wait while you check it with the casshier .
3. Inform the guest of the result .
4. Apologize dan resettle the bill if it was incorrect .
5. Thank the guest again .

10. If a guest asks for some more food, what should you do ?

A. Respond immediately and tell the guest how long it will take .

B. Tell the kitcken to prepare it as soon as possible.

C. Tell the cashier to put it on the bill ?

D. Go back to the guest to inform him/her of the progress .

E. Served the food to the guest when it’s ready .