

哈尔滨城市职业学院

教学教案

2021—2022 学年第 二 学期

教师姓名： 高玉倩

课程名称： 酒店英语

授课班级： 20 民航

哈尔滨城市职业学院制

课程名称	酒店英语		总课时数	64
日期	周次	教 学 内 容	备 注	
3.1	4	Unit1 Reservation A		
3.7	4	Unit1 Reservation B		
3.14	4	Unit2 Checking in A		
3.21	4	Unit2 Checking in B		
3.28	4	Unit3 Bell Service A		
4.4	4	Unit3 Bell Service B		
4.11	4	Unit4 Information Desk A		
4.18	4	Unit4 Information Desk B		
4.25	4	Unit5 Switchboard		
5.9	4	Unit6 Cashier A		
5.16	4	Unit6 Cashier B		
5.23	4	Unit7 Business Center A		
5.30	4	Unit7 Business Center B		
6.6	4	Unit8 Chamber Service		
6.13	4	Unit9 Laundry Service		
6.20	4	Unit10 Other Services in Housekeeping Department		

教 学 进 度 表

《酒店英语》课程

教 案

授课题目	Unit2 Checking in		授课时间长度	__45__分钟
授课类型	New lesson	授课对象	__20 民航__	
教学 目 标	知识目标	Grasp the terms and useful phrases in making room reservations		
	能力目标	Use sentence patterns in working situations		
	情感目标	Grasp the procedure of room reservation.		
教学重点	To get the knowledge of the receptionist's duties.			
教学难点	How to check in the guests with a reservation and the walk-in guests.			
教学 方 法 分 析	interaction teaching methods, situation teaching methods			
	教学方式：讲授 <input checked="" type="checkbox"/> 探究 <input checked="" type="checkbox"/> 问答 <input type="checkbox"/> 实验 <input type="checkbox"/> 演示 <input type="checkbox"/> 练习 <input type="checkbox"/> 其他 <input type="checkbox"/>			
教学 手 段 分 析	More interesting and actively in teaching.			
	教学手段：板书 <input checked="" type="checkbox"/> 多媒体 <input checked="" type="checkbox"/> 模型 <input type="checkbox"/> 实物 <input type="checkbox"/> 标本 <input type="checkbox"/> 挂图 <input type="checkbox"/> 音像 <input type="checkbox"/> 其他 <input type="checkbox"/>			
教 学 步 骤 设 计				
步骤时间	主要任务	教师活动	学生活动	目的意图
第一步 (5分钟)	Warm-up	The teacher would prepare four pictures and make the students match the sentences with the pictures.	The students would match the steps of checking in and master them.	Have a basic understanding of checking in
第二步 (5分钟)	Lead-in	The teacher would prepare a piece of video, and after watching the video ask the students to talk about the basic procedures of checking in.	Watching the video and discuss with their partners, put the sentences in the correct order.	Get the knowledge of the correct procedures.

第三步 (15 分钟)	Content	The teacher would ask the student to think about two questions before learn the passage.1.What duties does a receptionist perform? 2.Do you know how the receptionist checks in walk-in guests?	The students master the words and sentences by themselves and inquire the teacher or other students if meeting any difficulty in pronouncing or understanding.	Give comments and advises to improve the students' understanding.
第四步 (15 分钟)	Practice	Ask the students to understand the passage then answer the two questions in groups.	Act out the passage in groups.	Remember new knowledge more firmly
第五步 (5 分钟)	summarize	In the end, the teacher summarize the students' answers so as to give them a clearer and better understanding of the basic knowledge of registration.	Preview the new unit.	Preview the new unit.

内容讲解

In this unit ,the students should learn some key points about how to check in for the guest. The teacher would invite some students to talk about the basic procedures of receiving room reservation. In the end, the teacher would summarize the students' answers so as to give them a clearer and better understanding of the basic knowledge of reservation.

- 1) Good evening. Peace Hotel. Reservation. May I help you?
- 2) Would you please fill in the registration form?
- 3) Have you made a reservation?
- 4) Do you want a single room or a double room?
- 5) I booked a room on line a week ago?
- 6) I'd like to reserve a room in your hotel?
- 7) I'd like to make a reservation for a suite with both shower and bath.
- 8) Would you please show me your passport and visa?
- 9) Please sign the registration form.
- 10) I hope you will enjoy your stay here.

After learning the reading , the students can learn how to check in for the guests and how to use the key sentences.

板书设计

Unit 2 Check in

The procedure of checking- in:

1. Greeting
2. Checking information
3. Fill in the form
4. Ending sentence

教学反思

Teachers pay attention to correct students' pronunciation problems in time