

Lake Hotel Reservationist. How may I help you?

I'm sure you'll like your room. It faces Huangpu River.

This is the crispy duck with apple and sage stuffing.

I'll do any thing within reason to oblige.

Could you tell me their arrival time and departure date?

That sounds perfect. Let's try that.

Not at all. I'm always at your service.

Hotel English Interpretation 酒店英语 口译

主编◎钱嘉颖 吴云
副主编◎江全康 吴文婷 曹永玲



上海交通大学出版社
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内容提要

本书主要涵盖酒店服务场所的员工服务基本程序,包括酒店接待基本知识、客户预订、迎宾服务、入住登记服务、总台服务、餐厅服务、酒水服务、退房服务等基本知识和工作流程。

图书在版编目(CIP)数据

酒店英语口语译 / 钱嘉颖, 吴云主编. —上海: 上海交通大学出版社, 2016

ISBN 978-7-313-12475-3

I. ①酒… II. ①钱… ②吴… III. ①饭店-英语-口译
IV. ①H315.9

中国版本图书馆 CIP 数据核字(2016)第 020581 号

酒店英语口语译

主 编: 钱嘉颖 吴 云

出版发行: 上海交通大学出版社

邮政编码: 200030

出 版 人: 韩建民

印 刷: 虎彩印艺股份有限公司

开 本: 787mm×1092mm 1/16

字 数: 189 千字

版 次: 2016 年 6 月第 1 版

书 号: ISBN 978-7-313-12475-3/H

定 价: 32.00 元

地 址: 上海市番禺路 951 号

电 话: 021-64071208

经 销: 全国新华书店

印 张: 9.75

印 次: 2016 年 6 月第 1 次印刷

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前言

《酒店英语口语译》主要涵盖酒店服务场所的员工服务基本程序,包括酒店接待基本知识、客房预订、礼宾服务、入住登记服务、总台服务、客房服务、餐厅服务、酒水服务、退房服务等基本知识和工作流程。

通过本书的学习,熟练掌握酒店的专业用语、酒店住宿和餐饮服务的流程,能够运用所学专业词汇和句型结构较为顺利地完

涉外酒店的英语交际。

本书是按照旅游服务与管理的基本工艺流程与环节,循序渐进,深入浅出,通俗易懂,使学生容易理解与操作;本书注重学生用脑记、用耳听、开口说和动手写的应用能力的培养,以及专业英语应用场景中使用英语的策略的能力的培养,理解酒店涉外工作中的专业英语的基本概念,了解酒店业最前沿的知识。

本书共分八章,每章节包含视译(Sight Interpreting)、影子模仿(Shadow Repeating)、现场口译(Live Interpreting)等三个训练环节,环环相扣,循序渐进,口译能力得到往复训练,并螺旋上升。围绕每个环节,配有词汇收录、专业知识和口译技巧指导,使专业知识与语言转换技能相辅相成。各环节训练材料均在书中配有文字脚本和录音,可供读者反复模仿、矫正与参考之用。录音带或CD由英语母语朗读专家灌制,语音纯正,音色优美。

本书得到了上海交通大学出版社陈勤老师及其同事的鼎力相助,在此一并致谢。

期待《酒店英语口语译》这本书能成为广大读者的好朋友、好助手。在今后的实践中,作者一定会对本书进一步完善与充实,精益求精,让它为专业化导游口译事业发挥其真正的作用。书中错讹在所难免,还望读者批评指正。

编者



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Chapter

1

Room Reservation

客房预订

Section 1. Shadow Repeating



Situation 1. Job Description for Reservation Agent

English Text

Reservation Agent reports to Front Office Manager. His or her position can be summed up as follows:

Responds to communications from guests, travel agents, and referral networks concerning reservations arriving by mail, telephone, telex, cable, fax, or through a central reservation system. Creates and maintains reservation records-usually by date of arrival and alphabetical listing prepares letters of confirmation and promptly processes any cancellations and modifications.

Tracks future room availability on the basis of reservations, and helps develop forecasts for room revenue and occupancy. Additional duties may include preparing the list of expected arrivals for the front office, assisting in preregistration activities when appropriate, and

processing advance reservation deposits.

Knows the type of rooms the hotel has as well as their location and layout. Knows of all hotel packages plans-meaning status, rates, and benefits. Update availability of all distribution channels like GDS, OTA and Web booking systems.

● Vocabulary

Reservation Agent 预订员

Front Office Manager 前厅经理

travel agent 旅行社

referral network 推荐网站

reservation [rezə'veɪʃ(ə)n] *n.* 预订

central reservation system 中央预订系统

alphabetical [ælfə'betɪk(ə)l] *adj.* 按照字母顺序的

letter of confirmation 确认信

cancellation [ˌkænsə'leɪʃ(ə)n] *n.* 取消

modification [ˌmɒdɪfɪ'keɪʃ(ə)n] *n.* 修改

track [træk] *v.* 跟踪

room availability 客房可用情况

forecast ['fɔ:kɑ:st] *n./v.* 预测

room revenue 客房收入

occupancy [ˈɒkjəpənsɪ] *n.* 客房出租率

arrival [ə'raɪv(ə)l] *n.* 抵店客人

preregistration [ˌpri:redʒɪ'streɪʃən] *n.* 预检

advance reservation deposit 预付预订押金

status ['steɪtəs] *n.* 状态

rate [reɪt] *n.* (房)费

update [ʌp'det] *v.* 更新

distribution channel 分销渠道

GDS (Global Distribution System) 全球分销系统

OTA (Online Travel Agent) 在线旅行社

● Golden Finger

DUTIES AND RESPONSIBILITIES:

Processes reservations by mail, telephone, telex, cable, fax or central reservation systems referral.

Processes reservations from the sales office, other hotel departments, and travel agents.

Knows the type of rooms available as well as their location and layout.

Knows the selling status, rates, and benefits of all packages plans.

Knows the credit policy of the hotel and how to code each reservation.

Creates and maintains reservation records by date of arrival and alphabetical listing.

Determines room rates based on the selling tactics of the hotel.

Prepares letters of confirmation.

Communicates reservation information to the front desk.

Processes cancellations and modifications and promptly relays this information to the front desk.

Understands the hotel's policy on guaranteed reservations and no-shows.

Processes advance deposits on reservations.

Tracks future room availabilities on the basis of reservations.

Helps develop room revenue and occupancy forecasts.

Prepares expected arrival list for front office use.

Assists in preregistration activities when appropriate.

Monitors advances deposit requirements.

Handles daily correspondence. Responds to inquiries and makes reservations as needed.

Makes sure that files are kept up to date.

Maintains a clean and neat appearance and work area at all times.

Promotes goodwill by being courteous, friendly, and helpful to

guests, managers, and fellow employees.

Walking around with the client and ensuring that they secure whatever services they are in need of.

Gets information about areas of interest in order to target more clients in particular seasons.

Makes arrangements for clients travel programs.

To be aware of all front office procedures and assist with reception duties when required.

To be fully aware of and adhere to health and safety, fire and bomb threat procedures.

Be willing to undertake any reasonable request made by management in any other areas of the house.

Opens and closes the availability as and when required of hotel in all the GDS channels, IDS channels and on the hotel website.

Configures rates on the hotels property management system.

● Chinese version

预订员工作描述

预订员对前厅经理负责,岗位任务主要包括以下几点:

处理通过邮件、电话、电传、电报、传真或中央预订系统进行的预订工作。处理通过营业部、酒店部门和旅行社进行的预订工作。熟悉所有房型及其位置的布局。了解各房型的销售状态价位以及优惠套餐,了解酒店优惠政策,如何处理每个预订记录。创建并维护预订记录,通常以抵店日期为序并按照字母排序的列表准备确认信函,及时处理预订取消和根据销售策略制定客房价位变更事宜。

依据预订信息掌握未来客房可用情况,协助制定客房收入与出租率的预测。其他职责包括:为前厅部准备预期抵店客人清单,在适当时协助预检活动,处理预付预订押金。

了解酒店客房类型及其所处位置与布局。了解所有酒店套餐项目一房

态、房价以及优势。更新分销渠道可用情况,如全球分销系统 GDS(Global Distribution System)、第三方在线旅行服务代理商 OTA(Online Travel Agency)和网络预订系统。

Situation 2. Group Reservation

● Chinese Text

预订员:早上好!湖区饭店。我是预订员,请问有何吩咐?

客 人:我是阿里计算机公司的罗宾·史密斯。我要为我们的旅行团预订房间。

预订员:你要哪一种房型?

客 人:我们有 30 个人。要 15 间带浴室的双人对床房。

预订员:请问起止日期,理查先生?

客 人:1 月 22 日到 25 日 4 天。

预订员:请稍候。15 间带浴室的双人对床房,从 1 月 22 日到 25 日。好的。我们仍然有一些空房。

客 人:请问如何收费?

预订员:每间房费是人民币 600 元,相当于 98 美元。

客 人:很好。还有一件事,在我们的住店期间,我们可否使用贵饭店的会议厅呢?我们要在 1 月 23 日的下午从 3 点钟到 5 点钟开一个会议。

预订员:没有问题。我们能为你做到。使用会议厅每小时收费人民币 400 元。

客 人:哦,我知道了。有折扣吗?

预订员:您是团队预订,我们给你 15% 的折扣。我们将会 5 天内给您发传真以确认。请问你的传真号码是多少?

客 人:27323465。

预订员:谢谢你,斯密史先生。

● Vocabulary

room type 房型

reservationist [ˌrezə'veɪʃənɪst] *n.* 预订员

TWB (twin-bedded room with bath) 带浴室的双人对床房

vacant room 空房

equivalent [ɪ'kwɪvələnt] *adj.* 相当于

meeting hall 会议厅

discount ['dɪskaʊnt] *n.* 折扣

● Golden Finger

1. 宾馆、饭店,最基本的客房型有:Single room(单人房)。Double room(双人房)、Suite(套房)等。其中,标准客房是 twin-bed room with bath(带卫生间的双人对房,简称 TWB)。
2. 宾馆工作人员必须熟悉常用国家货币。下面举出一些例子:

货币名称	常用代号	简写符号	英文名称
人民币元	CNY	RMB¥	Renminbi Yuan
日元	JPY	¥	Japanese Yen
韩国元	KRW	₩	Won
新加坡元	SGD	\$ S	Singapore dollar
港元	HKD	HK \$	Hong Kong dollar
澳门元	MOP	P	Macao Pataca
加拿大元	CAD	Can & C \$	Canadian dollar
美元	USD	US \$	The US dollar
英镑	GBP	£ stg	Pound Sterling

● English Version

Reservationist(R): Good morning. Lake Hotel. Reservationist. How may

I help you?

Guest(G): Yes. My name is Robin Smith calling from the Ali Computer Company. I'd like to reserve rooms for my group.

R: What types of room do you prefer?

G: We have 30 people. Fifteen twin-bed rooms with bath please.

R: For which dates, Mr. Smith?

G: From January 22nd to 25th.

R: Just a moment, please. Fifteen TBWs for January 22nd, 23rd, 24th and 25th. Yes. We still have those rooms available.

G: Then how much do you charge per room per night?

R: RMB Six hundred yuan, equivalent to 98 US dollars.

G: Fine. One more thing, may we use the hotel meeting room during our stay in your hotel? We are to have a meeting on the afternoon of January 23rd, from 3:00 p.m. to 5:00 p.m.

R: No problem. We can make it for you, but we charge 400 Yuan RMB per hour for the use of the hotel meeting room.

G: Oh, I see. Any discount?

R: Since yours is a group booking, there is a 15 percent discount. And we'll send you a confirmation by fax within five days. May I know your fax number, please?

G: You may send a fax to us at 27323465.

R: Thank you, Mr. Smith.

Section 2. Sight Interpreting

Situation 1. An FIT Room Reservation

● English Text

Reservationist(R): Lake Hotel. Reservations. How can I help you?

Guest(G): Yes. This is Henry Smith calling from Paris. I'd like to book a room, please.

R: Yes, Mr. Smith. For when?

G: From June 14th.

R: How long will you be staying?

G: About a week.

R: What type of room would you like, Mr. Smith?

G: I'd like a double room for my wife and myself. By the way, what's the rate of a double room?

R: It's RMB 480 yuan for a double with bath and RMB 430 yuan with shower. Which one do you like?

G: RMB 430 a night is OK. It is about 70 US dollars, isn't it?

R: Yes, Mr. Smith, a double with shower, from June 14th to June 21st. Am I correct?

G: Yes. That's right.

R: What time will you be arriving?

G: Around 3:00 p.m. By the way, do you have the airport shuttle bus?

R: Yes, Mr. Smith. We have airport representative desk. Just contact them and they will help you.

G: That's fine. Thank you. Goodbye.

R: Thank you for calling, Mr. Smith. We are looking forward to your coming. Goodbye.