

旅游饭店英语

ENGLISH FOR HOTEL STAFF

西人民出版社



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原著：肯特·沙莱欧·劳顿

编译：屈友军

校对：张友兰

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陕西人民出版社出版发行

（西安北大街131号）

陕西激光照排所排版

新华书店经销 西安新华印刷厂印刷

787×1092毫米32开本 7.25印张 2插页 149千字

1987年7月第1版 1987年7月第1次印刷

印数：1—16,000

统一书号：9094·118 定价1.80元

责任编辑：郭原奇

封面设计：姚正选

版式设计：徐秦生

序 言

目前,全国正在日益加强对旅游饭店服务人员的培训工作,以便尽快提高我国旅游饭店的服务质量。实践证明,在旅游饭店业的发展过程中,服务人员的外语水平与服务质量密切相关,不容忽视。

瑞士洛桑旅馆管理学院编写的《旅游饭店英语》一书,是专门为旅游饭店中与宾客直接接触的第一线服务人员所编写的。它的阅读对象包括饭店的前厅接待人员、总台结帐人员、餐厅、酒吧、客房、电话总机和门厅服务人员等等。本书具有较强的针对性和实用性,很适宜于培训饭店服务人员使用,也可供中等旅游学校、职业学校的师生参考学习。

此书编译者系陕西省第一届旅游经济管理专业毕业生,在我们宾馆工作中,积累了一定的工作经验,根据职工培训工作的需要,他编译了此书,为提高饭店服务人员的英语水平做了一项有益的工作。我诚恳地向读者推荐此书。

西安唐城宾馆总经理

营 志 忠

一九八六年七月十四日

《角色扮演练习》

——如何学习《旅游饭店英语》

- A:** 假如有三个学员,则请其中一人扮演饭店服务员,另一个扮演宾客,双方应该仔细阅读各自所扮演角色的对话内容,直到熟练的程度为止,然后在第三者的监督指导下,进行交谈。整个练习应该循环反复,互相交换角色,直至双方都能够流利地完成整个对话。
- B:** 假如只有两个学员,则分别扮演饭店服务员与宾客的角色,然后熟悉各自对话的内容,开始对话,在对话中,双方可以交换角色,反复练习,并纠正对方的错误直到准确、流利的程度为止。

Contents 目 录

一、The Reception 接待部用语

1. Taking a Booking 预订业务

(1) Accepting a booking 接受预订 (2)

(2) The client does't know how long he'll be
staying 客人不知道逗留多长时间 (4)

(3) Finding out how the bill will be paid 询问
帐单支付方式 (7)

(4) Getting details of arrival 询问抵达细节 (10)

(5) Giving details concerning the price 提供有关
价格的情况 (13)

(6) Giving information about the hotel 提供宾馆
情况 (16)

Thaking a Booking: Role Playing

预订: 角色扮演练习 (18)

Expressions 常用语 (24)

2. At the Reception Desk 接待工作

(1) The client has reserved in advance 客人询问
预订情况 (27)

(2) Helping to fillin the registration 协助客人填

写登记表.....	(30)
(3) Dealing with a reservation mix-up 解决预订 遗漏问题.....	(32)
(4) Dealing with a complaint 处理客人投诉.....	(35)
(5) Extending a reservation half a day 预订延长 半天.....	(36)

At the Reception: Role Playing

接待服务:角色扮演练习.....	(38)
------------------	------

Expressions 常用语.....	(41)
----------------------	------

3. The Cashier 出纳工作

(1) The client pays in cash 客人用现金支付.....	(43)
(2) The client pays with traveller's cheques 客人用 旅行支票支付.....	(45)
(3) The client pays with a credit card 客人用 信用卡支付.....	(47)
(4) The client pays with personal cheque 客人用 支票卡支付.....	(50)
(5) The hotel does't accept personal cheques 客馆 不收个人信用卡.....	(52)

Cashier: Role Playing

出纳员:角色扮演练习.....	(54)
-----------------	------

Expressions 常用语.....	(58)
----------------------	------

二、The Restaurant 餐厅用语

1. Taking a Reservation 餐厅预订业务

(1) Taking a reservation by' phone 电话 预订.....	(62)
--	------

(2) Giving information 提供餐厅情况	(63)
(3) Fully booked 预订已满	(64)
The Restaurant: Role Playing	
餐厅用语: 角色扮演练习	(66)
Expressions 常用语	(69)
2. Receiving the Dinner 接待客人	
(1) Seating the dinner 为客人引座	(70)
(2) Telling the dinner there isn't a table 告诉客人 餐位已完	(71)
The Restaurant : Role Playing	
餐厅用语: 角色扮演练习	(72)
Expressions 常用语	(76)
3. Taking an Order 点菜	
(1) Ordering a drink before dinner 餐前选点 饮料	(77)
(2) Recommending today's special 推荐当日特 色菜	(77)
(3) Ordering meat 点主菜	(79)
(4) Ordering dessert 点餐后甜品	(81)
Taking an order: Role Playing	
点菜: 角色扮演练习	(83)
Expressions 常用语	(87)
4. Giving the Bill 送帐单	
(1) The dinner signs for the bill 请客人在帐单上 签字	(90)
(2) Paying in foreign currency 用外币付款	(91)

(3) Paying by cheque 用支票付款.....	(93)
Giving the bill: Role Playing	
送帐单: 角色扮演练习.....	(95)
Expressions 常用语.....	(100)
5. Complaints 投诉	
(1) Complaints about the food 对食物的投诉...	(102)
(2) Complaints about the service 对服务的 投诉.....	(105)
(3) Complaints about the dining-room 对餐厅设 备的投诉.....	(106)
Complaints: Role Playing	
投诉: 角色扮演练习.....	(109)
Expressions 常用语.....	(112)

三、The Telephone 电话服务用语

1. Switchboard Operator 总机接线员用语	
(1) Taking an incoming call 接外线电话.....	(116)
(2) Making a long distance call 打长途电话...	(117)
The Switchboard Operator: Role Playing	
总机接线员: 角色扮演练习.....	(120)
Expressions 常用语.....	(125)
2. Room Service 客房内服务.....	(127)
(1) Ordering breakfast 订早餐.....	(127)
(2) Asking about lunch 询问午餐情况.....	(129)
Room Service: Role Playing	
客房服务员: 角色扮演练习.....	(130)
Expressions 常用语.....	(136)

3. The Housekeeper 房务业务

(1) Laundry 洗衣服务..... (137)

(2) Asking for extra furniture in a room 要求添加家具..... (138)

The Housekeeper: Role Playing

客房服务员: 角色扮演练习..... (139)

Expressions 常用语..... (145)

四、The Hall Porter 门厅服务用语

1. Giving and taking messages 留言服务

(1) Taking a message by, phone 电话留言..... (148)

(2) Sending someone up to a room 派服务员到客人房间去..... (149)

(3) Referring a client to someone else 推荐客人同某人联系..... (150)

(4) Getting a doctor 请医生..... (151)

(5) Leaving a message at the Hall Porter's desk 大厅服务处留言..... (151)

The Hall Porter: Role Playing

大厅服务员: 角色扮演练习..... (153)

Expressions 常用语..... (159)

2. Services 委托代办服务

(1) Booking a tour of the city 预订市内游览票..... (160)

(2) Booking theatre tickets 预订戏票..... (162)

(3) Booking a train tickets 预订火车票..... (163)

(4) Making an appointment 为客人安排约会... (165)

(5) A client needs a typist 为客人请打字员.....	(166)
(6) Getting a baby-sitter 找人照看幼儿.....	(167)
(7) Showing someone to his room 给客人介绍他 的房间.....	(168)
Services: Role Playing	
委托代办服务: 角色扮演练习.....	(170)
Expressions 常用语.....	(178)
3. Giving someone direction 给某人指示方向.....	(180)
Giving someone direction: Role Playing	
给某人指示方向: 角色扮演练习.....	(182)
Expressions 常用语.....	(188)
附录一: 旅游饭店常用缩略语.....	
附录二: 常见西洋酒五十种.....	(201)
附录三: 西餐调味汁四十种.....	(204)
附录四: 中国菜名英汉对译.....	(206)

一、The Reception

接待部用語

1. Taking a booking

预订业务

(1) Accepting a booking 接受预订

Employee: Reception, can I help you?

服务员: 这里是接待处, 可以为您效劳吗?

Client: I'd like to book a room please.

客人: 给我订一个房间好吗?

Employee: When for, sir?

服务员: 先生, 您什么时候用?

Client: Februry 26th.

客人: 二月二十六日。

Employee: How long do you plan to stay?

服务员: 您准备住多长时间呢?

Client: Two nights.

客人: 两夜。

Employee: What kind of room would you like, sir?

服务员: 先生, 您喜欢什么样的房间呢?

Client: Er... single with bath.

客人: 哦……带浴室的单人房。

Employee: Would you like breakfast?

服务员: 要订早餐吗?

Client: No, thanks.

客人: 不用费心。

Employee: Can you give me your name, please?

服务员: 先生, 请问您尊姓大名?

Client: Mr John Davis. D — A — V — I — S.

客人: 约翰·戴维期先生, 戴—维—斯。

Employee: Mr John Davis. Single with bath for February 26th and 27th.

服务员: 约翰·戴维斯先生, 带浴室的单人房间从二十六日至二十七日。

Client: That's right. 'Bye.

客人: 完全正确, 再见。

Employee: Good-bye, sir.

服务员: 再见, 先生。

练习:

完成下列对话

Employee: Reception, can I —— you?

Client: I'd —— to —— a room, please.

Employee: ——, sir?

Client: February 26th.

Employee: —— do you plan to ——?

Client: Two nights.

Employee: —— of room would you ——, sir?

Client: Er ... single with bath.

Employee: —— you give me your ——, please?

Client: Mr Davis D - A - V - I - S.

Employee: Mr John Davis, — with — for — 26th
and 27th

Client: That's —. 'Bye.

Employee: Good-bye, sir.

(2) The client doesn't know how long he'll be staying.

客人不知道逗留多长时间

Employee: Reception, can I help you?

服务员: 这里是接待处, 可以为您效劳吗?

Client: Yes, I'd like to book a room for two, please.
We plan to arrive in Nice on the 1st. but we
don't know how long we'll be staying. It
could be anything from three to eight days.

客人: 谢谢, 请给我预订一间双人房间, 我们计划一号
抵达尼斯, 但是还不知道要停多长时间, 日期可
能在三天至八天不定。

Employee: Would you like a room with bath or shower?

服务员: 您喜欢带浴室还是带淋浴的房间?

Client: With bath.

客人: 带浴室的吧。

Employee: One moment, please, sir.

.....

服务员: 请稍等一下, 先生。

We can confirm a room for the 1st, 2nd, and
3rd, but as you're not sure how long you'll be
staying, we won't be able to guarantee you a

room after the 3rd.

我们在一至三号给您准备一个房间,不过您确定不了逗留时间,我们就不能保证在三号以后还能给您保留房间。

Client: And what if there isn't any room then?

客人: 那么,到时候没有空房怎么办?

Employee: We can either put you on a waiting list, or we can find you a room in another hotel.

服务员: 我们会给您在后补名单上登记,或者在其他宾馆找间房子。

Client: Fine.

客人: 很好。

Employee: Who's the booking for?

服务员: 请问;以谁的名字预订呢?

Client: Mr Alfred King.

客人: 阿尔弗雷德·金先生。

Employee: Alfred king, a double with bath the 1st to the 3rd. We'll see you on the first, then, Mr king.

服务员: 阿尔弗雷德·金先生带浴室的双人房一间一号至三号,金先生,那么我们在一号再见。

Client: Thank you. Good-bye.

客人: 拜托了,再见。

Employee: Good-bye, sir.

服务员: 再见,先生。