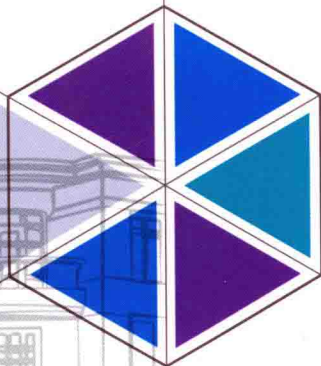




高职旅游专业实训系列教材



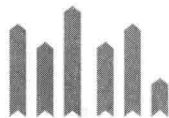
# 酒店服务英语实训

Hotel English—Practical Task Training

主编 ● 蔡丽伟



旅游教育出版社



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# 前 言

随着世界经济一体化的发展，旅游饭店业的顾客群体也日趋国际化，这对酒店从业人员提出了更高的要求，即，要能使用国际化的语言为顾客提供标准化的服务。尤其是对于直接与顾客接触的员工而言，他们既要懂得服务规范，又要能够使用得体的语言与顾客进行有效的沟通。

对接待外籍顾客频次较高的酒店而言，一线员工的英语水平会直接影响其对客服务的质量，因此酒店企业非常重视员工的英语水平，具备良好的英语交流能力已经成为酒店选择员工的一条重要依据：其一，大多数酒店在面试员工时，会对应聘者进行英语口语测试；其二，酒店会对在职员工定期进行英语培训和考核；其三，有些酒店会对英语达标的员工进行奖励，而且通常英语好的员工在工作中能有更多、更好的机会。此外，各地旅游局对星级酒店员工的英语水平也有具体的考核要求；高等职业教育教学中，也特别注重对酒店管理专业学生英语交流能力的培养，以争取为酒店企业输送更多英语水平过硬的专业人才。

无论是高校教学还是企业培训，都需要一本合适的教材。正是基于这样的背景，我们结合高职学生和酒店一线员工的学习特点，组织编写了本实训教材。本教材突出任务导向，以角色模拟并解决酒店服务中的实际任务为特点，能够调动学生的学习兴趣和主观能动性，从“要我学”转变为“我要学”；教师的角色也从讲授转变为提供帮助，实现互动式课堂教学，从而更好地提升教学效果。

本教材特色概括如下：

### 1. 实训任务模块化

以顾客抵店前、抵店后以及离店为主线，将酒店服务分为不同的实训模块，让学生在在学习中能够模拟真实酒店服务场景，熟悉酒店服务工作。

### 2. 突出服务英语听说

通过大量的对话、口语训练模块强化酒店英语口语，训练学生快速反应能力、英语交流与思考能力。

### 3. 配有实训内容考核表

可以通过学生自评、同学互评、教师评价等方式，及时检查学生的学习效果。

### 4. 内容设计灵活

鼓励学生以角色扮演的形式在多次反复的任务训练中，夯实酒店服务英语的基本功。

本教材由蔡丽伟担任主编，负责全书的统稿工作；张立华和赵腾共同担任副主编。具体编写分工如下：蔡丽伟负责第一、第二、第三、第九单元；张立华负责第五、第六、第十一、第十二单元；赵腾负责第四、第七、第八、第十单元。

在本教材编写过程中，编者得到了北京财贸职业学院领导及相关同事的关心和支持。旅游系王琦教授对本教材的立项和写作提供了悉心的指导，并给予了大力的支持。北京贵宾楼酒店的李攀科经理也从酒店企业的角度，提出了有价值的建议。在此，本教材编写组成员对他们表示由衷的感谢。

囿于编者水平有限，疏漏和不足之处在所难免，还请各位专家、学者不吝赐教，也恳请各位同行和读者提出宝贵意见和建议，以便我们及时改进和不断完善。

编者

2015年5月

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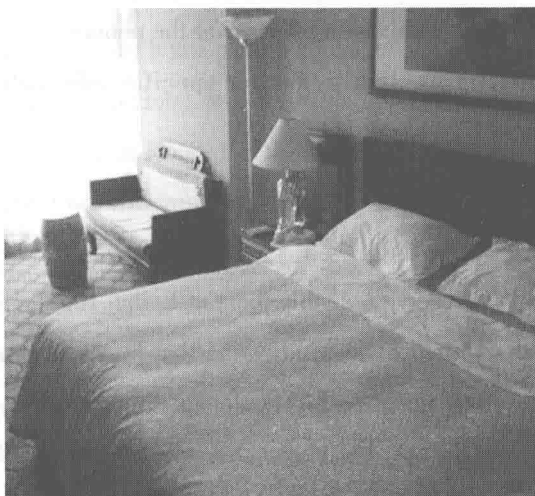
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# Unit One Room Reservation

## 客房预订



### Main Tasks

- Task 1 An FIT Reservation 散客预订
- Task 2 A Group Reservation 团队预订
- Task 3 Revising the Reservation 更改预订
- Task 4 Room Overbooking 超额预订

## Task 1 An FIT Reservation

### ➔ 1. Task Objectives

- Make an FIT room reservation for guests in English;
- Communicate effectively with guests over the phone;
- Use appropriate English to ask for specific information to finish the reservation.

### ➔ 2. Task Situations

Mr. Bush wants to reserve a double room at Beihai Hotel. He calls the Room Reservation from the United States, indicating that he will stay at the hotel from May 1<sup>st</sup> to May 5<sup>th</sup>. And he wants his reservation guaranteed.

The reservationist answers the phone and asks for certain information to help with the reservation.

Mr. Bush	Reservationist
Double room: _____ Phone call: _____	Greeting: _____ Name: _____
From the United States;	Phone number: _____ Room type: _____
May 1 <sup>st</sup> to May 5 <sup>th</sup> ;	Date of arrival and departure;
Guaranteed room reservation.	Confirm the information.

### ➔ 3. Task Preparation & Instruction

(1) The teacher will lecture on the working procedure of an FIT reservation, emphasizing specific language skills and maintaining the logic of finishing a room

reservation.

(2) Students will form teams of 6 persons, and they need to sit together. Students will discuss the service English of an FIT reservation after the teacher's lecture.

(3) Situational role-play: students will form pairs of 2, one is the guest, the other the reservationist. They imitate the situation of a workplace in the hotel. The teacher will supervise the whole process.

## **➡ 4. Working Procedure of an FIT Reservation**

### **(1) Greet the guests through the phone**

- Good morning. Beihai Hotel. Room Reservation. May I help you?
- Good afternoon. Beihai Hotel. I'm the reservationist. What can I do for you?

### **(2) Ask for reservation information**

- What type of room would you like?
- May I have your name, sir/madam?
- When will you be arriving, sir/madam?
- When will you be leaving, sir/madam?
- How many nights would you stay at our hotel, sir/madam?
- May I have your phone number, please?

### **(3) Mention the room rate and payment**

- What's room rate per night?
- It's 1,200 Yuan per night.
- How will you be paying, sir/madam?

### **(4) Confirm the reservation information**

- Let me just confirm. A double room for Mr. Bush from May 1<sup>st</sup> to May 5<sup>th</sup> and your phone number is 712-2345-0987.

### **(5) Bid farewell**

- Thank you for calling. We look forward to having you as a guest.
- Thank you for choosing us. We are looking forward to seeing you soon.

## ➔ 5. Demonstration Conversation

### An FIT Reservation

*Mr. Johnson calls the Great Wall Hotel from the United States to book a single room. The reservationist answers the phone. (J: Mr. Johnson; R: Reservationist)*

R: Good morning. Great Wall Hotel. Room Reservation. May I help you?<sup>①</sup>

J: Morning. I'm calling from the United States. I'd like to book a single room.<sup>②</sup>

R: Certainly, sir. May I have your name, please?<sup>③</sup>

J: Peter Johnson.

R: Mr. Johnson, when would you need the room?<sup>④</sup>

J: From May 1<sup>st</sup> to May 4<sup>th</sup>.

R: Please wait a moment. Let me check...

*(Several seconds later)*

R: Mr. Johnson, we have a single room available at that time.

J: Oh, that's fine. What's the room rate?

R: It's 1,200 Yuan. Is that all right?

J: Yeah, I'll take it.

R: All right. May I have your phone number, please?

J: It's 712-1002-1223. By the way, I want to have my reservation guaranteed.<sup>⑤</sup>

R: In that case, we only need your credit card number.

J: My credit card number is 0896-1453-2567-2376.

R: Thank you for choosing us, Mr. Johnson. Let me just confirm<sup>⑥</sup> the information.

A single room for Mr. Johnson from May 1<sup>st</sup> to May 4<sup>th</sup>, guaranteed by 0896-1453-2567-2376, and your phone number is 712-1002-1223, am I right?

J: That's right.

R: Thank you for calling, Mr. Johnson. We are looking forward to seeing you soon.<sup>⑦</sup>

#### Notes

① Good morning, Great Wall Hotel. Room Reservation. May I help you? 早

上好, 长城大酒店。客房预订部, 请问有什么可以帮您?

预订员接电话时的服务用语一般包括这样四个部分: 问候语、酒店名称、部门名称、服务用语。清晰地表达为顾客提供服务的意愿。

② I'd like to book a single room. 我想预订一个单人间。

作为酒店员工, 应当对酒店的房间类型有全面的了解。

single room: 单人间

double room: 双人间

standard room: 标准间

business suite: 商务套房

family suite: 家庭套房

deluxe suite: 豪华套房

presidential suite: 总统套房

double room with twin bed: 两张单人床的标准间

③ May I have your name, please? 请问您的姓名?

酒店尊重顾客, 为顾客提供服务时应采用礼貌用语。而不要使用 What's your name? Your name? 等口语化较强的语句。

④ When would you need the room? 请问您什么时候需要这个房间?

询问的是顾客抵达酒店和离开酒店的具体日期。

⑤ I want to have my reservation guaranteed. 我想要一个保证类的预订。

一般酒店使用信用卡号做担保, 还可以使用预付押金的方式保证预订。

⑥ Thank you for choosing us, Mr. Johnson. Let me just confirm... 感谢您选择我们酒店, 约翰逊先生。我跟你确认一下……

确认预订信息时常用这个表达。

⑦ We are looking forward to seeing you soon. 期待您的光临。

## 6. Workshop Activities

In workshop activities, students will choose one or two activities to practice their oral hotel English. They need to concentrate on practicing so that they can move on to the evaluation section.

### (1) Activity One: Pair-work of oral practice

Students form pairs of 2 persons, one is the guest, the other the reservationist.

Create a conversation according to the information cards given.

Guest	Reservationist
<b>Name:</b> Miss Yang	<b>Name:</b> Li
<b>Purpose:</b> reserve a double room	<b>Tasks:</b> ask for reservation information: name, time, phone number, etc.
<b>Time:</b> July 21 <sup>st</sup> to 27 <sup>th</sup>	
<b>Request:</b> a quiet room	

### (2) Activity Two: Peer correction practice

Students form teams of 6 persons. Each team will be split into three pairs. When one pair presents their conversation of the FIT reservation, the other two pairs will listen and correct the mistakes. And then they take turns to do the practice.

Guest	Reservationist
<b>Name:</b> Mrs. Chen	<b>Name:</b> Jane
<b>Purpose:</b> reserve a family suite	<b>Tasks:</b> get name, phone number, arrival date, departure date, and provide room type, room rate, etc.
<b>Time:</b> October 1 <sup>st</sup> to 6 <sup>th</sup>	
<b>Request:</b> a room facing the sea	

### (3) Activity Three: Team contest

Students form teams of 6 persons. They will discuss and create a conversation. And then each team will recommend a pair to take part in the oral presentation contest. Their performance will be evaluated by the teacher or the evaluation committee. And there will be an evaluation form.

Guest	Reservationist
<b>Name:</b> Mr. White	<b>Name:</b> Jenny
<b>Purpose:</b> a double room	<b>Tasks:</b> get name, room type, date of arrival and departure, special request.
<b>Time:</b> May 18 <sup>th</sup>	
<b>Request:</b> a bunch of flowers	

## ➔ 7. Evaluation

Evaluation can promote class learning by giving the students critical feedback on how well they have learned the material over time. It not only encourages those who did their best, but also reminds those who did not so well that they need to work harder on it in their spare time. We give four evaluation methods as bellow.

Method One: Teacher Evaluation.

Method Two: Evaluation Committee. It may include the teacher and several excellent students.

Method Three: Cross-team Evaluation. Each team recommends one student to listen and evaluate the conversations presented by other teams.

Method Four: Self-evaluation.

You may choose one or two of them during classroom teaching. And it is a good idea to use an evaluation form.

### Evaluation Form on an FIT Reservation

Date: (MM) (DD) Team Name:

1	FIT Reservation Evaluated by (teacher, students, self)	Maximum score	Score Obtained	
			Student A	Student B
1	Greet the guest through the phone	10		
2	Ask for reservation information	20		
3	Mention the room rate and payment	10		
4	Confirm the reservation information	15		
5	Bid farewell	10		
6	Pronunciation	10		
7	Intonation	10		
8	Fluency	15		
Total		100		

## Task 2 A Group Reservation

### 1. Task Objectives

- Make a group room reservation for guests in English;
- Communicate effectively with the guests through the phone;
- Use appropriate English to ask for specific information to finish the reservation.

### 2. Task Situations

Miss Yang wants to reserve 10 double rooms at the Hilton Hotel. She calls the reservation section from the Yanshan Travel Agency, informing them that the reservation will be from Oct. 1<sup>st</sup> to Oct. 7<sup>th</sup>. And she wants the reservation guaranteed.

The reservationist answers the phone, and asks for certain information to help with the reservation.

Miss Yang	Reservationist
Phone call: _____	Greeting: _____ Name: _____
10 double room;	Phone number: _____ Room type: _____
From the Yanshan Travel Agency;	Date of arrival and departure;
Oct. 1 <sup>st</sup> to Oct. 7 <sup>th</sup> ;	Confirm the information.
Guaranteed room reservation.	



### ➔ 3. Task Preparation & Instruction

(1) The teacher will lecture on the working procedure of a group reservation, emphasizing specific language skills and maintaining the logic of finishing a group room reservation.

(2) Students will form teams of six persons, and they need to sit together. Students will discuss the service English of a group reservation after the teacher's lecture.

(3) Situational role-play, students will form pairs of 2, one is the guest, the other the reservationist. They imitate the situation of a workplace in the hotel. The teacher will supervise the whole process.

### ➔ 4. Working Procedure of a Group Reservation

#### (1) Greet the guests through the phone

- Good morning. Hilton Hotel. Room Reservation. May I help you?
- Good afternoon. Hilton Hotel. I'm the reservationist. What can I do for you?

#### (2) Ask for reservation information

- What type of room would you like?
- How many people do you have in your group?
- May I ask the name of your travel agency?
- When will you be arriving?
- When will you be leaving, sir/madam?
- How many nights would you stay at our hotel, sir/madam?
- Are there any special requirements?
- May I have your phone number, please?

#### (3) Mention the room rate and payment

- What's room rate per night?
- It's 400 dollars per night.