

# Hotel

# 宾馆英语

● 行业英语系列教材

郭兆康等 编写



高等教育出版社

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# 宾馆英语

HOTEL ENGLISH



高等教育出版社  
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## 内容提要

本书是行业英语系列教材中的一本。本书共 16 单元,每单元分 4 大模块:听力、会话、基础知识和综合练习。内容选材突出宾馆、酒店业一线服务和现场管理中各个环节,坚持听说领先的原则和任务为基(Task Based)的原则,以培养学生口头交际能力为主旨,目的是为宾馆、酒店业培养一批既精通业务、又能熟练运用英语进行交际的中、高级管理人材。

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# 前言

进入 21 世纪以来,中国已经成为世界上最可靠的投资热土和最安全的旅游胜地。在最近的 20 年内,中国将从一个旅游大国发展成为旅游强国,这无疑是不争的事实。我们迅速发展的旅游业呈现出一些令人可喜的态势。一种适应于个性化、多样化需求的“新时代旅游”正在取代原有的适应于大众化、单一化常规需求的“大众式旅游”。此外,随着知识经济时代的到来,传统宾馆、酒店企业的组织和功能、管理理念、营销哲学、经营手段、服务措施等已经并正在受到全面挑战,发生重大变化。这些变化和挑战,集中反映在旅游业从业人员的职业道德、服务质量、管理水平和外语能力等基本素质上。我们不得不指出,我国旅游业特别是宾馆、酒店业员工的英语水平仍然普遍较低,与国际水平相比还有一定的差距,亟需提高。同时,旅游高等专科学校和高等职业技术教育在我国也方兴未艾,前景广阔。在旅游高专高职教育中,各类专业英语的教学占有举足轻重的地位。数年来,笔者在此领域笔耕不辍,填补空白,出版了数种宾馆、酒店业专业英语教材。但是,面对新时代旅游业的新趋势,面对宾馆、酒店业提高品位、扩大经营范围的客观需求,我们深感有必要编写新的宾馆英语教材,争取有所突破、有所发展、有所建树,为培养宾馆、酒店业所急需的新一代既精通业务又谙熟外语的高级服务人才与中、高级管理人才,为提高宾馆、酒店业各类岗位群在职员工的外语水平和涉外交际能力略尽绵薄之力。这就是我们编著《宾馆英语》的初衷。

本教材的读者对象包括普通高校专科、高职、自考高等专科学校、成人教育(含夜大、职大、业大、电大等)高等专科学校、专业证书高等专科学校的旅游管理专业及宾馆(酒店)管理专业的学生及宾馆、酒店从业人员。

本教材的主要特点有:

1. 前瞻性 本教材基于“语言——人际交流的工具”和“使用语言的目的在于人际交流”的理论,遵循专门化用途英语(ESP)的教学规律,立足高专高职的教育定位,适应宾馆酒店业的实际需要,既着眼于国内宾馆、酒店业新岗位群的导入,如

休闲娱乐部门、会议展览部门等,又注重介绍国际宾馆酒店业的新理念、新设施、新用语,有相当的前瞻性。

2. 系统性 在编写体例、内容安排、语言教学方面,我们充分发挥了“多样化”特点。本书涉及宾馆的各主要部门,几乎每单元都运用了图、表和典型案例,全方位、多层次地引导学员掌握宾馆、酒店业服务与管理的基本流程、运作技巧和交际用语。每单元均从在某一部门或领域有什么、做什么和说什么入手,依次进入怎么做、怎么说和为什么这样做、为什么这样说的过程,循序渐进,形成了 WWW (WHAT、HOW、WHY) 的系统。

3. 可操作性 本书作为专业英语教材,凸现了宾馆酒店业在一线服务和现场管理中以口头交际为主的行业特点,坚持听说领先的原则和任务为基(TASK BASED)的原则。每个教学模块都配置了多种多样的相关练习,激励学员敢说、会说,同时兼及阅读、写作和翻译能力的培养,有很大的可操作性。

总之,前瞻性、系统性和应用性是本教材的总体特点。

本书共 16 单元,每单元分 4 大模块:听力模块、会话模块、理论模块和综合练习模块。听力模块包括两段听力和 4 种练习方式;会话模块含主体会话两则及配套练习 4~5 种;理论模块含课文一篇和案例分析题一则;综合练习模块则包含了大量结合专业的语言延伸和复合练习。每单元以上述的 WWW 系统为主线,突出一个主题,力求使学员对整个宾馆、酒店业的全局了然于胸,同时养成其专业英语的交际能力。

为方便使用者自学,本书配有一本《宾馆英语学习辅导》,内容有本书的译文、练习答案和模拟试题。另外,本书还配有录音带 2 盒和 MP3 光盘 1 张(随书赠送)。

本教材由郭兆康(上海旅游高等专科学校)、迟均(上海市长宁区业余大学)、吴云(上海旅游高等专科学校)编写。其中,郭兆康、迟均编写了第 1~12 以及第 15、16 单元,吴云负责编写了第 13、14 单元。此外,全书由迟均统稿,由郭兆康定稿。在本教材编写过程中,我们博采众长,查阅了大量国内外最新资料,听取了许多宾馆、酒店业朋友的宝贵意见,得到了高等教育出版社编辑人员的大力帮助,在此一并致谢。若有舛漏之处,敬请读者指正。

作者

2003 年 6 月

# Contents

## **UNIT 1 HOTEL INDUSTRY ABC 1**

1. What Is a Hotel 1
2. How to Enter the Hotel World 3
3. Summary of Our Work 7
4. Consolidation 10



## **UNIT 2 ROOM RESERVATION 15**

1. What to Do in Handling Room Reservations 16
2. How to Handle Room Reservations 17
3. Summary of Our Work 22
4. Consolidation 24



## **UNIT 3 REGISTRATION 29**

1. What Do You Know About a Registration Form 29
2. How to Register Guests 31
3. Summary of Our Work 35
4. Consolidation 39



## **UNIT 4 CONCIERGE 44**

1. What Do We Do Every Day 44
2. How to Do Our Service Properly 46
3. Summary of Our Work 50
4. Consolidation 54





# Contents



## **UNIT 5 THE CASHIER 60**

1. What to Do with the Hotel Bills 61
2. How to Be a Hotel Cashier 62
3. Summary of Our Work 67
4. Consolidation 70



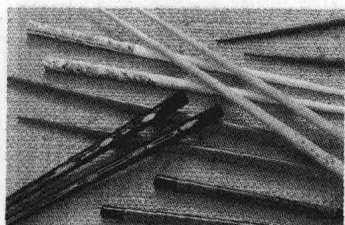
## **UNIT 6 HOUSEKEEPING ( I ) 75**

1. What Work Is Included in This Department 76
2. How to Do the Chamber Service 78
3. Summary of Our Work 82
4. Consolidation 85



## **UNIT 7 HOUSEKEEPING ( II ) 90**

1. What Are Included in Personal Services 91
2. How to Offer Personal Services 92
3. Summary of Our Work 96
4. Consolidation 99



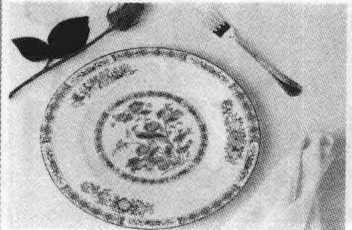
## **UNIT 8 SERVING CHINESE FOOD 104**

1. What Is Served Here 104
2. How to Work in the Food & Beverage Department 106
3. Summary of Our Work 110
4. Consolidation 115

# Contents

## **UNIT 9 SERVING WESTERN FOOD 120**

1. What Is Served in a Western Restaurant 121
2. How to Serve Western Cuisine 122
3. Summary of Our Work 126
4. Consolidation 130



## **UNIT 10 SERVING BEVERAGES 138**

1. What Are the Beverages We Serve 138
2. How to Serve Beverages 140
3. Summary of Our Work 144
4. Consolidation 149



## **UNIT 11 SHOPPING ARCADE 154**

1. What Is to Be Sold in Our Shopping Arcade 154
2. How to Promote Chinese National Culture 156
3. Summary of Our Work 160
4. Consolidation 164



## **UNIT 12 RECREATION DEPARTMENT**

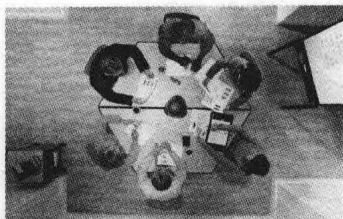
168

1. What Activities Can We Go in for Here 169
2. How to Do Service Here 170
3. Summary of Our Work 174
4. Consolidation 178



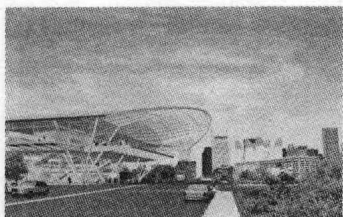


# Contents



## **UNIT 13 MEETING 182**

1. What Are Provided for the Meeting Planner 183
2. How to Arrange Catering for a Meeting or Seminar 186
3. Summary of Our Work 190
4. Consolidation 193



## **UNIT 14 EXHIBITION 197**

1. What Types of Exhibition Are to Be Served 198
2. Get Ready to Serve and Set up Booths 200
3. Summary of Our Work 204
4. Consolidation 206



## **UNIT 15 SETTLING COMPLAINTS 212**

1. What Will the Guests Complain About 213
2. How to Settle Complaints 214
3. Summary of Our Work 218
4. Consolidation 221



## **UNIT 16 HOTEL MANAGEMENT 228**

1. What Does Hotel Management Mean 229
2. How Is the Hotel Management Working 230
3. Summary of Our Work 235
4. Consolidation 238

## **APPENDIX TAPESCRIPTS 243**

# UNIT 1

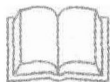
## Types of Restaurants

### Part I Types of Restaurants According to Food-style



#### VOCABULARY BRICKS

catering /'kætərɪŋ/n. 为(宴会)提供酒菜	gourmet /'ɡʊəmeɪ/n. 美食家
chain /tʃeɪn/n. 连锁	décor /'deɪkɔː/n. 装饰; 装潢
combination /kəmbrɪ'neɪʃən/n. 结合(体)	franchise /'fræntʃaɪz/n. 特许权; 专卖权
moderate /'mɒdərət/a. 中等的, 适中的	standardized /'stændədaɪzd/a. 标准化的



#### READING COOKIES

### Four Categories of Restaurants

In modern society, catering service has become both a sort of necessity and a sort of enjoyment. The industry will offer people a wide range of needs and tastes to meet their different demands. These differences bring about various types of restaurants. In terms of the food and services they offer, restaurants basically fall into four categories: *the gourmet restaurants, the family-type restaurants, the specialty restaurants, and the convenience restaurants.*

A gourmet is a person who can appreciate the best in food and drink, and who is good at choosing combinations of dishes, good wines and so forth. A restaurant that offers meals appeal to such a person is *a gourmet*

	Commercial Hotel	Resort	Convention Hotel	Motel	Airport Hotel
Inquiry 1					
Inquiry 2					
Inquiry 3					
Inquiry 4					
Inquiry 5					

**B**

**Listen to the tape and fill in the blanks with the words or phrases you hear.**

A hotel is a \_\_\_\_\_ for all the traveling guests who need \_\_\_\_\_. A hotel will enjoy greater financial success only with the \_\_\_\_\_ the guests receive from the \_\_\_\_\_.

**C**

**Listen to the tape and match the jobs in Column A with the departments in Column B.**

**A**

- 1 chambermaid
- 2 receptionist
- 3 Room Service waitress
- 4 chief cashier

**B**

- A. Front Office Department
- B. Finance Department
- C. Housekeeping Department
- D. Food and Beverage Department

**D**

**Listen to the tape again and complete the following conversation with the information you hear.**

Man (M): What do you do in the hotel?

Woman (W): I am a chambermaid in the Housekeeping Department.

M: What are your duties?

W: Well, my duties include making sure that the rooms are \_\_\_\_\_.



J: Are you serious? Just hamburger and fried potato strip, such fast food for Christmas?

W: Oh, I am just kidding. Maybe you will like a gourmet restaurant with romantic atmosphere. Its meals are often taken from one of the acknowledged great world cuisine, say, Chinese, French, or Hungarian.

J: It sounds great. But you know, I have got a tight budget these days.

W: But this time it's on me.



J: No, let's go Dutch. What do you think of the specialty restaurant?

We may choose a restaurant with both a special flavor and a special atmosphere, and the price is also reasonable.

W: OK. I'll book a table and pick you up at 5:30 tomorrow afternoon.

J: See you then.

## Notes

1. In terms of the food and services they offer, restaurants basically fall into four categories: *the gourmet restaurants, the family-type restaurants, the specialty restaurants, and the convenience restaurants*: 从其提供的食物和服务来看,餐馆大致可分为4类:精品餐馆,连锁餐馆,风味(主题)餐馆以及快餐店。
2. *That's up to you*: 由你做主,随你便。

- A: The most important quality is a real liking for people and a warm desire to help them.
- B: To tell you the truth, I hope some day I will become a manager, even the general manager.
- A: So do I. But can you tell me what management is?
- B: Management means to get things done by the right people. Hotel management is hotel service management. Golden management hatches golden service.
- A: Ok. On the other hand, the success of management depends on the service of all employees. Service is the essence of our career.
- B: Rome was not built in a day. So let's work still harder.
- A: And realize our dream.

## Dialog 2 A Job-hunting Interview

*(The Human Resource Manager, with the interviewee's résumé in his hand, is now giving her an interview.)*

Manager(M): Miss Pen, sit down, please.

Interviewee(I): Thank you.

M: Now, please tell me why you want to work in a hotel.

I: I enjoy working with people. In a hotel, I can service different people and fulfill their requirements. In return, my guests are friendly to me and this makes me happy.

M: But why do you choose to work in our hotel?

I: Well, yours is a famous five-star joint-venture hotel. Its managerial system fits me well. That's the reason I choose to come here.

M: Your résumé shows that you worked as a junior supervisor some time. What's your understanding of a supervisor? n. 监督人, 监督

I: In one word, a supervisor is the linking pin between the people who do the job and the people who set the hotel's goals.

M: Then, what is a good supervisor in your opinion?

I: To my knowledge and experience, a good supervisor should be firm and play fair, rely on the team work and fulfill the guests' reasonable requirements with respect and efficiency.

- M: Mm. Now I have asked you many questions. Do you have anything to ask me?
- I: Well, may I know something about the salary package?
- M: The starting salary for the first three months is 3,000 yuan RMB, plus <sup>11 'bonus'</sup> bonus and meals. There'll be periodical increase based on your job performance and hotel policies. <sub>n. 奖金; 伙食; 工资; 福利</sub>
- I: That's quite reasonable.
- M: One more thing, when will you be available?
- I: Anytime next week will do.
- M: OK. We'll let you know our decision within five days. Thank you for coming.
- I: Thank you for your time, sir.



Read the above dialogs carefully, and tell:

- 1 the aim of a hotel
- 2 the reason why a hotel is called a mini-United Nations
- 3 the most important quality the hotel staff must have

- 4 the definition of management

1 mænə'dʒiəniəl/

- 5 the relation between service and management

adj 管理的

管理的  
经营的



Answer the interviewer's questions in a more appropriate way.

- 1 Interviewer: Could you tell me something about your education background?  
Interviewee: Here's a copy of my résumé. Just refer to it, please.



- 2 Interviewer: Why do you want to work in a hotel?  
Interviewee: Because I am out of job. I come here to try my luck.
- 
- 3 Interviewer: Why do you choose to work in our hotel?  
Interviewee: Just because I saw your ad. in the newspaper.
- 
- 4 Interviewer: Thank you for coming.  
Interviewee: You are welcome.
- 



**Read the following conversation. The parts are not in the right order.**

- 1 Decide which parts are spoken by the APPLICANT (A) and which are spoken by the INTERVIEWER (I). Mark the parts with "A" or "I".
  - 2 Write numbers in the brackets to show the correct order of the parts.
  - 3 Act out the conversation with your partner.
- \_\_\_ I'd be happy to start immediately. (     )
- \_\_\_ You've worked in the Food and Beverage Dept. three years. But what if you're put in the Front Office as a receptionist? (     )
- \_\_\_ Fine. I've asked you many questions. Is there anything you'd like to ask me? (     )
- \_\_\_ Well, Witz is a famous five-star joint-venture hotel. It is the biggest hotel in our city. I'm informed that the managerial system is suitable for me. That's the reason I want to work in your hotel. (     )
- \_\_\_ Mm. May I know something about the salary package? (     )
- \_\_\_ Now, your résumé shows that you worked as a captain waiter in Carlton Hotel since your graduation. Why do you want to come to our hotel? (     )
- \_\_\_ Well, now, one more thing, when can you start? (     )
- \_\_\_ I'd consider it a new challenge, sir, and I'll do my best. (     )
- \_\_\_ For the first three months, you'll get a starting salary of 1,000 yuan — plus meals. (     )
- \_\_\_ That sounds reasonable. (     )



**M:** You said it! But you should realize that table-service restaurants might also have many varieties. You have several different methods to serve your guests.

**W:** What are they?

**M:** The most impressive method is French service. The food is served to the guests after having been presented and prepared at the table.

**W:** So it is! Just imagine all the food you will eat is prepared in front of your own eyes!

**M:** It's also the most complicated one. For the Russian service method, having been prepared in the kitchen, the dish is presented to the guests and served onto individual plates. This method is used for banquets and similar events.

**W:** And I know there is also a method called American service.

**M:** This method combines the advantages of plate service and French service.

**W:** Plate service?

**M:** Yes. Plate service is the most common serving method in our restaurant, you are asked to use this method usually.

**W:** Can you explain it to us?

**M:** Sure. Follow me to the table.

## Work Hard with the Instructions (2)

**M:** Here we are. The plate service is a method in which the food is placed on individual plates in the kitchen and presented to guests individually. Each guest should be served quickly and courteously. Ah, you should remember, usually, women are served first.

**W:** That's the principle of "Ladies first".

**M:** Yeah. And, attention, gentlemen! Entrees may be served from the guest's right using your right hand; or, preferably, from the guest's left side using your left hand. All other dishes should be placed on the guest's left side.

consists of many operational departments and supporting departments. Of all the departmental areas, there are five most essential divisions, namely, the Room Division, the Food & Beverage Division, the Sales & Marketing Division, the Accounting Division, and the Maintenance/Engineering Division. *1' bevrɪdʒ / n. 饮料*

The hotel today not only primarily provides accommodations, foods and beverages, but also features such other services as providing modern telecommunication facilities, convention halls and trade negotiation rooms. Comprehensive service sectors are now not luxuries but necessities for the clients, among which are recreation centers, swimming pools, body building rooms, shopping centers, banks, mails, bookstores, fax, flower shops and beauty parlors. *1' pa:lə / n. 部门, 区*

*adj. 和蔼的*  
*n. 礼貌*  
The first and foremost task of a hotel is to create a temporary home for and to offer quality service to all the business travelers as well as those traveling for pleasure. Serving guests is indeed an art. Service is understanding, anticipating and fulfilling needs of others, and doing it graciously and willingly. Whoever the guest is, he or she must be treated as a VIP. Whatever the reasonable need is, it must be well understood and fulfilled. In this sense we say service first and guests foremost. Good service is a blending of courtesy and efficiency without either familiarity or servility. *1' k>:tsi / n. 礼貌, 客气*



### Answer the following questions.

- 1 What is a hotel?
- 2 What are the main divisions in a hotel?
- 3 For whom does a hotel provide services and facilities?
- 4 Why do we say that serving guests is indeed an art?
- 5 In your opinion, what is the difference between service and servility?



The men and women who have achieved success in the hotel industry were not afraid to dream. Early in each of their careers they had a goal in mind