

饭店外语培训丛书

饭店

OTEL

英语 *English*

郭兆康 吴 云 编著



ENGLISH
CONVERSATIONS

旅游教育出版社

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HOTEL ENGLISH CONVERSATIONS

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出版说明

为适应旅游业迅猛发展和饭店工作的实际需要,我们组织有关专家,根据旅游饭店的工作特点和实际需要,精心编写了《饭店英语》,旨在满足广大宾馆饭店从业人员的工作需要。与市场上同类图书相比,本书主要具有以下特色:

第一,内容编排与饭店流程紧密相连,科学实用。市场上同类图书有的编排与饭店部门流程毫不相关;有的虽按饭店流程编排,但难以用于饭店实际工作中。本书针对这些弱点,按照前厅、客房、餐饮等饭店部门工作流程组织编排内容,注重流程和实际工作的衔接性,全部选用饭店一线部门在实际操作中最常用、最简便的对话和例句,使读者学了就能使用。

第二,注重口语表达的训练。流利的口语表达既是饭店接待工作的重点,也是“饭店英语”学习的难点。本书充分考虑了影响口语表达的主要因素,对内容进行了精心地编排。一是每个单元都精心设计了饭店每一工作流程中最常见的场景对话,保证初学者在上岗前对工作都能做到“胸有成竹”;二是每个单元均配备数十句该工作岗位中最常用、最简便的句型,读者背熟后完全可以活学活用;三是除对话的单词注释外,还配备了大量的相关专业词汇,读者不会因为词汇的问题影响口语的表达。

第三,易学易用。市场上一些同类图书由于内容相对偏难,不配备汉语译文和录音磁带,使学习既费时费力,又不适合饭店员工

工作使用。针对这一弱点,本书一是在对话和例句单词的选择上尽量选用地道简练的句型和词汇,力求用最简便的口语表达饭店工作所需的英语对话;二是全部对话均配有汉语译文,读者不需借助任何工具书就可轻松理解本书内容;三是对一些重点难点进行了详细讲解,便于读者课后预习或复习之用;四是配备了相关的外籍专家录音磁带,读者可以依此纠正发音和感受“饭店英语”的氛围,便于一般读者轻松阅读,灵活使用。

最后,本书为适应饭店业发展的需要,还详细介绍了会展英语的内容,弥补了市场上大多数同类图书对这一内容涉及较少的缺憾。

由于本书编排科学,贴近饭店工作实际,易学易教,因此,本书既可作为各级饭店管理专业学生的专业教材,又可作为饭店一线员工进行培训和自学的教材。

本书由上海师范大学上海旅游高等专科学校郭兆康教授、吴云讲师编写,磁带由外籍专家 Ain Simpson 和 Naomi Francis 精心录制而成。

希望广大读者在使用中及时反馈教材存在的不足,我们会“从善如流”,使本书不断提高和完善。

旅游教育出版社

2003年8月

CONTENTS

目 录

Part 1 FRONT OFFICE DEPARTMENT (I) 前厅部(I)

Unit One Reservation	
客房预订	(1)
Dialog 1 A Group Reservation	
团体预订	(1)
Dialog 2 An FIT Reservation	
散客预订	(2)
Dialog 3 Revising the Reservation	
变更预订	(3)
Dialog 4 A Face-to-face Reservation	
门市预订	(4)
Dialog 5 Dealing with a Reservation Mix-up	
处理预订纠纷	(5)
Unit Two The Bellman and Concierge Service	
礼宾服务	(19)
Dialog 1 Receiving Guests at the Airport	
机场迎宾	(19)
Dialog 2 Escorting the Guest to the Room	
送客进房	(20)

Dialog 3	Booking Flight Tickets	
	交通预订	(21)

Dialog 4	Booking Theater Tickets	
	订票看戏	(22)

Dialog 5	Ordering a Taxi	
	叫车服务	(23)



Unit Three Check-in Service

入住登记服务	(35)
--------------	------

Dialog 1	Checking in for the Guest with Reservation	
	预订客入住登记	(35)

Dialog 2	Checking in for a Group	
	团队入住登记	(36)

Dialog 3	Checking in for Walk-in Guests	
	无预订客入住登记	(37)

Dialog 4	Checking in for the Handicapped	
	残疾人入住登记	(38)

Dialog 5	Dealing with Check-in Disputes	
	处理入住登记纠纷	(39)

Unit Four Services at the Reception Desk

总台服务	(51)
------------	------

Dialog 1	Changing the Room	
	换房	(51)

Dialog 2	No-shows	
	预订客未到	(52)

Dialog 3	Asking for Overstay	
	续住	(53)

Dialog 4	Leaving a Message to a Guest	
	访客留言	(54)

Dialog 5	Leaving a Message to the Visitors	
	住客留言	(55)

Part II FRONT OFFICE DEPARTMENT (II)

前厅部(II)

	Unit Five Check-out Service	
	结账离店	(66)
Dialog 1	Foreign Exchange Service	
	外币(现金)兑换服务	(66)
Dialog 2	Paying in Cash	
	现金付账	(67)
Dialog 3	Paying with Credit Cards	
	信用卡付账	(68)
Dialog 4	Paying with Traveler's Checks	
	旅行支票结账	(69)
Dialog 5	Explaining the Bill	
	解释账单疑问	(70)

Unit Six Business Center	
商务中心	(80)
Dialog 1 Xerox-copying	
复印	(80)
Dialog 2 Sending a Fax	
发传真	(81)
Dialog 3 Typing Service	
打字服务	(82)
Dialog 4 Mail Service	
邮寄服务	(82)

1, 3, 5, 7, 11, 12, 14, 15³, 19.



Unit Seven Telephone Operator

- 总机服务 (92)
- Dialog 1 Leaving a Message
来电留言 (92)
- Dialog 2 Answering Guests' Inquiries
回答问讯 (93)
- Dialog 3 Showing How to Use IDD
使用国际直拨电话的方法 (94)
- Dialog 4 Placing Wakeup Calls
预订叫醒服务 (95)
- Dialog 5 Solving Telephone Problems
解决电话故障 (95)

Part III HOUSEKEEPING DEPARTMENT

客房部

Unit Eight Services in Guest Rooms

- 客房服务 (105)
- Dialog 1 Introducing Facilities in Guest Rooms
介绍客房设施 (105)
- Dialog 2 Turn-down Service
做晚床服务 (106)
- Dialog 3 Claiming for Damage
索赔 (107)
- Dialog 4 Asking for an Extra Bed
加床服务 (108)

Unit Nine Laundry Service

- 洗衣服务 (117)

Dialog 1	Regular Laundry Service 常规洗衣服务	(117)
Dialog 2	The Express Laundry Service 快洗服务	(118)
Dialog 3	Filling in the Laundry Lists 填写洗衣单	(119)
Dialog 4	Delivering the Clothes and Returning the Lost Money 送还衣物	(120)
Dialog 5	A Laundry Damage 洗衣赔偿	(121)
Unit Ten	Repair and Maintenance Service 修理和维护服务	(131)
Dialog 1	The Air-conditioning Problem 处理空调投诉	(131)
Dialog 2	A Break-down in the Bathroom 排除浴室故障	(132)
Dialog 3	Adjusting the TV Set and Changing the Bulb 调试电视并更换灯泡	(133)
Dialog 4	Releasing an Elevator Accident 解救电梯意外事故	(134)

Part IV **FOOD&BEVERAGE DEPARTMENT** **餐饮部**

 Unit Eleven	Food & Beverage Reservations 餐饮预订	(143)
Dialog 1	Reserving a Table on the Phone 电话订餐位	(143)

Dialog 2	Reserving a Banquet 预订宴会	(144)
Dialog 3	Arranging Special Food 安排特殊食品	(145)
Dialog 4	Overbooking 餐位超订	(146)
Dialog 5	Catering for a Seminar 安排会议餐饮	(147)

Unit Twelve Service in the Dining Hall

	餐厅服务	(158)
Dialog 1	Ushering the Guests 招待客人	(158)
Dialog 2	Taking A La Carte Orders 餐饮零点	(159)
Dialog 3	Tending at the Bar 酒吧服务	(160)
Dialog 4	Checking the Bill 核对账单	(161)
Dialog 5	Complaining about Stale Food 抱怨食物变质	(162)

Unit Thirteen Room Service and Catering Service

	客房送餐服务与包餐服务	(173)
Dialog 1	Placing an Order for Room Service 送餐预订	(173)
Dialog 2	Sending the Ordered Meal to the Guest's Room 送餐进房	(174)
Dialog 3	Receiving Corporate Orders for Meals 公司外包餐	(175)

Dialog 4	Catering for Walk-in Guests 散客外卖	(176)
Dialog 5	Settling Disputes on Bills 处理账单结算纠纷	(177)

Part V CONVENTION AND EXHIBITION CENTER 会展中心

Unit Fourteen Services before the Meeting 会前服务

Dialog 1	Booking a Meeting 会议预订	(187)
Dialog 2	Setting Meeting Time 安排谈判日期	(188)
Dialog 3	Arranging Catering for the Meeting 会议餐饮安排	(189)
Dialog 4	Equipping the Meeting Room with AV 配备视听设备	(190)

Unit Fifteen Services during and after the Meeting 会中和会后服务

Dialog 1	Registering for the Conference 会议报到	(201)
Dialog 2	Routine Service 常规服务	(202)
Dialog 3	Dealing with Power Failure during the Meeting 会议期间停电事件的处理	(203)
Dialog 4	Returning Rental Equipment 归还租借设备	(204)

Unit Sixteen Exhibition Service

	展览服务	(213)
Dialog 1	Confirming an Exhibition Reservation 确认展览预订	(213)
Dialog 2	Getting Ready to Serve 展前准备	(214)
Dialog 3	Setting-up the Booths 布展	(215)
Dialog 4	Meeting the Guest's Urgent Needs 为客人提供紧急帮助	(216)
Dialog 5	Tearing Down 撤展	(217)

Part VI HEALTH & RECREATION CENTER **康乐中心**

Unit Seventeen Health Center

	健身中心	(228)
Dialog 1	Bowling 保龄球	(228)
Dialog 2	Hair Beautifying 理发	(229)
Dialog 3	Sauna-bathing 桑拿浴	(230)
Dialog 4	Body-building 健身活动	(231)
Dialog 5	Swimming Pool 室内泳	(232)

Unit Eighteen Recreation Center

	娱乐中心	(244)
Dialog 1	Night Club	
	夜总会	(244)
Dialog 2	Karaoke	
	卡拉 OK 厅	(245)
Dialog 3	Dancing Hall	
	舞厅	(246)
Dialog 4	Playing Bridge	
	打桥牌	(247)

Part VII OTHER SERVICES

其他服务

Unit Nineteen Tourism Service

	旅游服务	(256)
Dialog 1	At the Travel Counter	
	在旅游代办处	(256)
Dialog 2	Enquiring on Sightseeing	
	观光咨询	(257)
Dialog 3	Reserving a City Tour	
	城市观光旅游预订	(258)
Dialog 4	Arranging the Itinerary	
	安排旅程	(259)

Unit Twenty Shopping Service

	商场部服务	(269)
Dialog 1	At the Curio Counter	
	在工艺品部	(269)

Dialog 2	At the Tea Counter	
	在茶叶部	(270)
Dialog 3	At the Souvenir Gift Counter	
	在纪念礼品部	(271)
Dialog 4	At the Wine and Cigarettes Counter	
	在烟酒部	(272)

Unit Twenty-one Special Services

	特殊服务	(281)
Dialog 1	Seeing the Doctor	
	看医生	(281)
Dialog 2	Reporting Loss	
	报失	(282)
Dialog 3	Finding Lost Properties	
	寻找失物	(283)
Dialog 4	Losing the Passport	
	丢失护照	(284)

We make our departure on the early morning 我们一早就启程。
Keep me informed 请随时通知我。



Part I

FRONT OFFICE DEPARTMENT (I)

Unit One Reservation

Dialog 1

A Group Reservation

Reservationist (R): Fortune Hotel. Reservationist. May I help you?

Guest (G): Yes. My name is Bill Richard calling from the International Trading Company. I'd like to reserve rooms for my group.

R: What rooms do you prefer?

G: We have 30 people. Fifteen twin-bed rooms with a bath please.¹

R: For which dates, Mr. Richard?

G: From January 22nd to 24th.

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



G: Then how much do you charge?

R: Six hundred Yuan RMB, equivalent to 75 US dollars.²

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: There is a 15 percent discount. And we'll send you a confirmation by fax within five days. May I know your fax number?

G: You may fax at 65652828.

R: Thank you, Mr. Richard.

Dialog 2

An FIT Reservation³

Reservationist (R): Fortune Hotel. Reservation Desk. How can I help you?

Guest (G): Yes. This is Henry Smith calling from Paris. I'd like to book a room, please.⁴

R: Yes, Mr. Smith. For when?

G: From June 14th.

R: How long will you be staying?

G: About a week.

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

G: I'd like a double room for my wife and myself. By the