

Hotel English SITUATIONAL

酒店情境英语

(上册)



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P R E F A C E

前言



在贯彻国家“以应用为目的,实用为主,够用为度”的教育方针的前提下,酒店专业英语既要培养学生具备必要的英语语言知识,也应强调培养学生运用英语进行有关涉外业务工作的能力。社会对学生的就业要求从注重知识转向了注重技能,因此我们的教学方法也应该从注重教师的教而转向注重学生的学,引导学生自主地学习,创设良好的语言环境,为学生营造一个能够进行语言交流的平台。

随着国际间交流不断增多,英语已经不再是对高层次人才的特殊要求,已经成为了进入旅游行业的“敲门砖”。而就是这块“敲门砖”,在酒店专业学生就业中,反而成了职业的“门槛”,阻碍了许多毕业生寻求更好的职业发展。酒店服务与管理专业的学生将要面对的是与外宾的面对面服务,他们除了要具备良好的专业技能,更重要的是要有较好的听说能力。把语言真正作为一种交流的工具应用于今后的日常工作中。因此,越来越多的星级涉外酒店把学生的外语能力当做一个重要的用人标准。

《酒店情境英语》就是为顺应酒店行业的需要,吸取情境教学、个性化教学、实践教学以及快乐教学等现代教学理念的精髓,注重培养学生的跨文化交际能力、注重在情境中展现新知识、在交际中融入新知识、注重鼓励展现自我。教程倡导以学生为中心把课堂营造成微型的酒店英语世界,给学生提供最大程度的实践机会,提倡任务型学习,鼓励合作学习方式。全书坚持以听说带动读写、精讲多练的教学思想,旨在全面提高学生的语言交际能力。

本教程按照酒店服务与管理的现实需要以及专业教学课时安排,分上、下两册编排四大核心内容,即前厅部、客房部、餐饮部及其他服务与管理。每个部分又由多个单元组成,上下两册共有24个单元:上册包含前两部分1~13单元的内容;下册包含后两部分14~24单元的内容;同时,下册还收录了与酒店服务管理工作、特别是与餐饮部门密切相关的6个英汉对照实用附录,分别为:“基本餐具名称”、“调味品”、“常见的蔬菜、水果及坚果”、“烹调术语”、“常见西餐菜名”和“精选酒水牌”。

每个单元分别由以下5个模块构成:

Section 1 Listening Practice: 此部分主要通过 Vocabulary Repetition, Dialogue Listening 和 Pair Practice 三个环节,使学生通过听的过程,习得本章节的重点词汇,将这些词汇准确填入 Dialogue Listening 的微型对话中。从而为学生提供日常酒店英语对话中纯正的交际语言。同时,掌握语言的另一个重要步骤是以会话为基础有条理地进行拓展。“Pair Practice”,就是运用留出待填空缺的会话模式让学生能够适时地进行语言替换,内化为自己的语言。

Section 2 Speaking Practice: 此部分主要包括 Collection of Special Terms, Role-playing 和 Heart to Heart 三个环节,是本教程的语言交际模块。通过对“Collection of Special Terms”的学习,为学生完成语言交际活动提供了丰富的语言素材,可以解决学生用词匮乏的困惑。“Role-playing”环节将学生带入全真的酒店场景中,用角色扮演的方式完成设定的任务。“Heart to Heart”就本单元的各种主题进行交流,引发学生各抒己见,在没有教师逐一纠正、以“交流”为目的的语言环境下进行。随着时间的积累、教师的指导和学生的不断练习,培养学生逐渐适应自由谈话,从而提高其英语表达的流利程度。

Section 3 Reading Practice: 此部分包括酒店或商务公文阅读以及与本单元主题相关的阅读材料,目的是通过此部分的学习,使学生在听说的基础上,进一步了解酒店相关的公文写作,拓展学生对这一主题的了解,提高他们的读写能力。

Section 4 Cultural Communication: 由 Custom 和 Quick Practice and Chant 两个部分组成,通过图文并茂的中外文化展示,培养学生关注跨文化交流,并有目的地在“Quick Practice and Chant”环节中呈现知名酒店的企业文化以及朗朗上口的精彩英语片断,鼓励学生将他们喜欢的内容背诵下来,使学生体会到学习的快乐。

Section 5 More Exercises: 在此模块编者特别注重与教学内容的呼应,每个单元的练习中都包括一个与阅读材料相关的公文写作内容,旨在帮助学生提高职业能力。同时,本书还增加了利用网络资源完成课后作业的环节,让学生遨游在网络的世界里,在完成教师要求的同时从网络上获得更多的书本以外的专业知识,达到知识的升华。更重要的是,培养学生学会关注酒店业的动态,养成良好的职业习惯。

为方便教学,本教程配有录音光盘及电子版教师用书。录音光盘中包括“Section 1 Listening Practice”中“1-1 Vocabulary Repetition”和“1-2 Dialogue Listening”两模块的内容;电子版教师用书则包括练习答案、歌曲译文及解释两部分内容。电子版教师用书可从中国旅游教育网(www.tepcb.com)申请下载。

本书得到了山西旅游职业学院郑子全、赵贤松、何乔锁、王碧波等几位院领导的大力支持,在此表示衷心感谢。另外,还要特别感谢山西省旅游局副局长李太阳先生提供相关图片。

由于编者水平有限,难免有疏漏之处。恭请各位同行多提宝贵意见,以便于日后修订,使之日臻完善。

编 者

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Lead-in Reading

Hotels and Their Classifications

饭店及其分类

A hotel is a temporary home for people who are traveling. In a hotel the traveler can rest and has access to food and drink, either on the premises or nearby. The hotel may also offer facilities for recreation, such as a swimming pool, golf course, or beach. Hotels can be classified into different types according to their clientele, the quality of service they offer, and their sizes.

Hotel Target Markets

One way of classifying hotels is by the hotel target markets.

The first category is the commercial hotel^①, which provides services essentially



hotels to attract this kind of business as well.

The fourth category is resident hotels^①. People who do not wish to rent or buy their own housing can rent accommodations on a seasonal basis or even permanently in many hotels. ^②

In addition, there are a number of hotels offering limited services for budget travelers like backpackers. ^③ Examples of this group include youth hostels.

Hotel Quality of Service

Another way of categorizing hotels is by the quality of service they offer.

At the top are the luxury hotels, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that merely provide a place to sleep. In between these two extremes are establishments offering a wide range of service and comfort.

A system for rating hotels according to quality is widely used in China. This system ranks the top hotels as the five-star hotels, with others receiving from four to one stars. The standard features include private bathrooms, room telephone, recreational facilities, etc. With respect to services, there are also many hotels offering special services. They include the so-called "trend hotel"^④ where the emphasis is on being chic, the medical hotel providing medically approved diet and fitness programs, the sports hotel offering professional quality sporting facilities, and the theme hotel specializing in theme parties and events.

Hotel Size

Some hotels may be classified with respect to their size. Small hotels have fewer than 100 rooms; medium-sized hotels normally have between 100 and 200 rooms, while large hotels usually have more than 200 rooms. The size of a hotel will affect its organization and operation. For example, large hotels are usually divided into

① resident hotel: 公寓式饭店。

② People who do not wish to rent or buy their own housing can rent accommodations on a seasonal basis or even permanently in many hotels. 那些不希望自己租房子或自己买房子的人们甚至可以根据季节之需长期租住酒店。

③ In addition, there are a number of hotels offering limited services for budget travelers like backpackers. 另外, 还有一些专门为像背包旅行者那样预算经费不多的旅游者提供有限服务的酒店。

④ trend hotel: (流行)趋势饭店。



distinct departments which specialize in providing one type of service to guests. In medium-sized and small hotels, departments are less specialized and the staff have a wider range of duties.

Hotels can be categorized by different standards, but no firm distinction exists between the different kinds of hotels. It is quite possible that one specific hotel may fall into at least two categorical descriptions.

Words and Expressions

client [ˈklaɪənt]	n.	客户
cater [ˈkeɪtə]	v.	迎合, 投合
transient [ˈtrænzɪənt]	adj. & n.	临时的, 路过的, 暂住的; 过往旅客, 短暂居住者
diversely [daɪˈvɜːsli]	adv.	不同地, 各色各样地
category [ˈkætɪɡəri]	n.	种类, 类目, 范畴
resort [rɪˈzɔːt]	n.	(旅游或度假) 胜地
convert [kənˈvɜːt]	v.	转变, 改变; 变换; 兑换
luxury [ˈlʌkʃəri]	n. & adj.	奢侈品; 奢侈的, 豪华的
convenience [kənˈviːnjəns]	n.	便利; 方便
extreme [ɪksˈtriːm]	adj. & n.	极度的, 尽头的; 极端
quality [ˈkwɒlɪti]	n.	质量; 品质; 特性
feature [ˈfi:tʃə]	n.	特征, 特色; 面貌
recreation [rekriˈeɪʃən]	n.	消遣, 娱乐
facility [fəˈsɪlɪti]	n.	容易, 便利; (pl.) 设备
equipment [iˈkwɪpmənt]	n.	装备, 设备, 配备
trend [trend]	n.	趋势, 倾向
emphasize [ˈemfəsaɪz]	v.	强调, 着重
chic [tʃɪk]	adj. & n.	流行的, 时髦的; 时髦, 时尚
theme [θiːm]	n.	主题
description [dɪˈskrɪpʃən]	n.	描写, 形容; 种类; 性质

Discussion Questions

1. How are the hotels classified in the text?



Lead-in Reading Hotels and Their Classifications

饭店及其分类

2. How many types of hotels can you describe?
3. What are the specific classifications of hotels according to different standards?
4. Can you list the hotel departments?
5. Please discuss with your partner famous hotel(s) you know.

Part One

The Front Office

前厅部

★ Lead-in Reading

The aim of a hotel is to create a home away from home^① for all the traveling guests who need rest, food and drink.

The Front Office of a hotel is not only its “shop window” but also its “nerve center”. The Front Office staff’s efficiency and personality are of great importance to the realization of the hotel’s aim. It is within this department that the guest’s vacation or business, and indeed, the hotel’s operation itself are made or ruined. ^②

The Front Office staff seems to “do it all”. Their tasks include receiving reservations, registering guests, assigning rooms, distributing baggage, storing



success only when its guests are fully satisfied with their “home away from home”. ①

Words and Expressions

nerve [nɜ:v]	n. 神经
efficiency [i'fi:ʃənsi]	n. 效率
personality [pɜ:rsə'næliti]	n. 个性
realization [ri'ælai'zeiʃən]	n. 实现
operation [ɔpə'reiʃən]	n. 经营
reservation [rezə'veiʃən]	n. 预订
register ['redʒistə]	v. 登记, 注册
assign [ə'sain]	v. 分配, 指定
baggage ['bægɪdʒ]	n. 行李
distribute [dis'tribju:t]	v. 分发, 分送
deliver [di'livə]	v. 投递, 递交
currency ['kʌrənsi]	n. 货币
occupancy ['ɔkjʊpənsi]	n. 居住, 占用
smart [smɔ:t]	adj. 活泼的, 精明的
appearance [ə'piərəns]	n. 外表
adaptability [ə'dæptə'biliti]	n. 适应性
settle ['setl]	v. 解决, 安定
complaint [kəm'pleint]	n. 投诉, 抱怨
soothe [su:ð]	v. 安抚
reveal [ri'veil]	v. 显示, 揭示
financial [faɪ'nænʃəl]	adj. 财政的, 财经的
satisfaction [sætis'fækʃən]	n. 满意
check out	(客人离店) 给予结账
good manners	彬彬有礼
in short	简言之, 总而言之

① In short, all staff ought to remember that the hotel will enjoy greater financial success only when its guests are fully satisfied with their “home away from home”. 总而言之, 所有(酒店)员工应当铭记, 只有当宾客对这个“家外之家”非常满意时, 酒店才能获得更多的经济效益。



Unit 1

Room Reservations

房间预订

Section 1 Listening Practice

1-1 Vocabulary Repetition

Direction: Repeat each expression after you hear it.

departure	guarantee
presidential	breakfast
reservation desk	single
book	confirm
high occupancies	waiting list
handicapped	expenses

1-2 Dialogue Listening

Direction: Listen and complete the following dialogues.

Dialogue 1

A Long-distance Call Reservation (长途电话预订)

(**Scene:** Mr. and Mrs. Smith, an American couple, are going to spend their holidays in China. Now Mr. Smith is making a reservation at the International Hotel)



Part One The Front Office

前台部

through a long-distance call.)

(R = Reservationist; S = Mr. Smith)

R: International Hotel. _____. Can I help you?

S: I'm calling from New York. I came across some information about your hotel from the Internet. I'd like to reserve a room in your hotel.

R: What kind of room would you like, sir? We have _____ rooms, double rooms, suites and deluxe suites in Japanese, British, French and _____ styles.

S: A French suite, please.

R: Would you like _____?

S: No, thanks.

R: Can you give me your full name, please?

S: Henry Smith, H-E-N-R-Y, S-M-I-T-H.

R: Thank you, Mr. Smith. And your arrival and _____ dates?

S: From June 6th to June 9th.

R: Very well, Mr. Smith. A French suite without breakfast from June 6th to June 9th. Am I correct, Mr. Smith?

S: Yes, thank you. One more thing, could you tell me how to _____ my reservation?

R: I'll just need your credit card number and I'll take care of the rest.

S: OK. AE card. No. 1591186822734018.

R: Do you have any special needs?

S: No, thanks.

R: Thank you, Mr. Smith. You'll be expected to be here then.

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

R: Goodbye.

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Dialogue 2

A Face-to-Face Reservation(当面预订)

(Scene : The receptionist receives a guest.)

(R = Receptionist; G = Guest)



R: Can I help you, sir?

G: I'd like to _____ a single room with shower for Mr. George Smith. He plans to arrive on the 20th of this month.

R: How long will he be staying?

G: I don't know, but it could be from eight to ten days.

R: Then we can only _____ a room from the 20th to the 28th. I'm afraid we won't be able to guarantee him a room after the 28th. We usually have _____ in the peak seasons.

G: What if there isn't any room then?

R: Don't worry, sir. We can either put him on a _____ or find him a room in a nearby hotel.

G: I see. One more thing, Mr. Smith is handicapped. Do you have facilities for the _____?

R: Yes, we have special bedrooms which all have a wide door into the bathroom with appropriate toilet facilities. Besides, there're no steps between the street and the entrance to the hotel. There is a special lift from the car park to the ground floor, and all the lifts are all wide enough to take a wheelchair.

G: Fine. How much do you charge for a single room for the handicapped?

R: For one night, the hotel cost would be 400 Yuan. How will he be paying?

G: His company will cover all the _____. We'll send you a check right away.

R: Thank you, sir.

G: Thank you. Goodbye.



1-3 Pair Practice

Direction: Practice with your partner.

A: _____ Hotel. _____. Can I help you?

B: I'm from New York. I'd like to _____ a room in your hotel.

A: What kind of room would you like, sir? We have _____ rooms, _____ rooms, _____ and deluxe suites in Japanese, British, French and _____ styles.

B: All right. I'd like to _____ a single room with _____.

A: Can you give me your name, please, sir?

B: _____.



Section 2 Speaking Practice

2-1 Collection of Special Terms

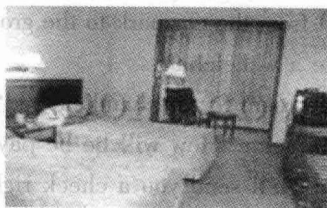
KINDS OF HOTEL ROOMS



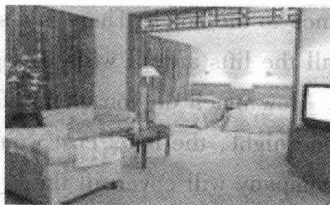
Single Room (单人间)



Double Room (双人间)



Standard Room/Twin Room (标准间/双床间)



Deluxe Suite (豪华套间)



Business Suite (商务套间)



Presidential Suite (总统套房)

按设施及规格分

单人间 Single Room

双人间 Double Room

大床间 King-Size / Queen-Size Room

标准间 Standard Room

标准间单人住 TSU (Twin for Sole Use)

三人间 Triple Room

四人间 Quad Room

套间 Suite

公寓 Apartment

别墅 Villa



续表

按级别分	
经济间 Economy Room	普通间 Standard Room
高级间 Superior Room	豪华间 Deluxe Room
商务标间 Business Room	行政标间 Executive Room
行政楼层 Executive Floor	皇家套房 Royal Suite
按朝向分	
朝街房 Front View Room	背街房 Rear View Room
城景房 City View Room	园景房 Garden View Room
海景房 Sea View Room	湖景房 Lake View Room
特殊房型	
不限房型 Run of the House	无烟标准间 Non-Smoking Room
残疾人客房 Handicapped Room	带厨房客房 Room with Kitchen
相邻房 Adjoining Room	带阳台客房 Room with a Balcony

2-2 Role-playing

Direction: Discuss the following situations with your partner and take turns role-playing both A and B. And then write a short dialogue for each situation.

Role-playing 1

Guest: Your name is Bill Brown. You'd like to book a single room with a shower for October 2nd and 3rd.

Clerk: You answer the phone and accept the booking.

Role-playing 2

Guest: Your name is Brown; you want to book a double room for September 1st. As the hotel you are calling is fully booked, you'd like to change to another one.

Clerk: You answer the phone and refuse the reservation. You can give him/her some suggestions.