

### 美语会话脱口秀系列



### 疆酒店职员 英语口语大全

# PRACTICAL SPOKEN ENGLISH TALK SHOW

[美]Michael Anderson 审订 李雪 李铁红 范宏博 主编

最纯正的英语口语



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H319.9/760D :2 2010

## 酒店职员英语口语大全

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**附赠** 地道美式发音 精美光盘

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本书从酒店各个部门的工作出发,包含了前台工作、客房部工作、餐饮部工作、商场部工作、娱乐部工作和其他服务工作6个方面的内容。书中语言秉承生动、简洁、有效的原则,生词、难词很少见,尽量采用英美人士间耳熟能详的固定表达法,便于读者模仿记忆并在实际工作和交流中运用。

#### 图书在版编目 (CIP) 数据

酒店职员英语口语大全/李雪,李铁红,范宏博主编. 北京: 机械工业出版社,2009.12

(美语会话脱口秀系列)

ISBN 978 -7 -111 -28745 -2

I. 酒··· II. ①李···②李···③范··· III. 饭店─英语─口语 IV. H319.9

中国版本图书馆 CIP 数据核字 (2009) 第 220666 号

机械工业出版社(北京市百万庄大街22号 邮政编码100037)

策划编辑: 余 红 责任编辑: 罗秀珍

版式设计:张文贵 责任印制:洪汉军

三河市宏达印刷有限公司印刷

2010年1月第1版·第1次印刷

170mm×250mm・17 印张・383 千字

标准书号: ISBN 978-7-111-28745-2

ISBN 978-7-89451-389-2 (光盘)

定价: 32.00元(含1CD)

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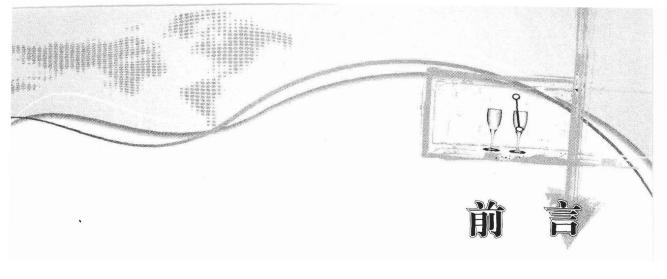
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读者服务部: (010) 68993821



随着社会的发展和国际交往的日益频繁,英语已经进入我们生活的各个方面,对英语口语水平的要求也越来越高。为了满足社会不同层次、从事不同工作的初级或中级英语学习者对日常英语的不同需要,我们精心编写了"美语会话脱口秀系列"丛书。本丛书包括《外企白领英语口语大全》、《文秘会话英语口语大全》、《社交英语口语大全》、《商务英语口语大全》、《情景英语口语大全》、《酒店职员英语口语大全》、《餐饮业职员英语口语大全》、《金融业职员英语口语大全》、《售货员英语口语大全》、《旅游英语口语大全》、《外贸英语口语大全》、《娱乐休闲英语口语大全》和《面试英语口语大全》13本书。

本丛书几乎涵盖了所有日常生活和工作场景所需要的基本英语用语,可供 广大读者和英语爱好者灵活选用。丛书以"对话"为主要内容,使读者在阅读 中有身临其境的感觉。本书内容还包括"关键句型"、"词语加油站"。"关键 句型"列举出各场景中出现频率最高的语句,供读者学习、模仿、熟记和运 用。"词语加油站"精选出常用的重点词汇为读者扫除词汇障碍。

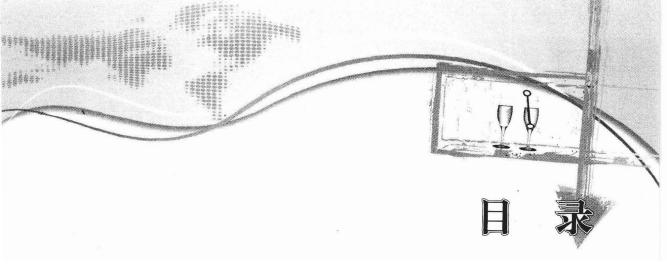
《酒店职员英语口语大全》从酒店各个部门的工作出发,包含了前台工作、客房部工作、餐饮部工作、商场部工作、娱乐部工作和其他服务工作6个方面的内容。书中语言秉承生动、简洁、有效的原则,生词、难词很少见,尽量采用英美人士间耳熟能详的固定表达法,便于读者模仿记忆并在实际工作与交流中运用。

事实证明,英语学习最好的方法就是听与说的有机结合。而听、说也要尽可能 地与日常生活相结合,从日常对话入手,逐步培养自己的英语交际能力。英语学习 者应该积极与他人进行互动交流,逐步培养自己的信心;只要有信心、有决心、从 点滴做起,就一定会成为英语高手。

我们相信读者通过对本丛书的学习,一定能够在短时间内达到脱口而出、流利 表达的效果,英语口语水平一定会有一个很大的进步。

限于编者水平,书中难免有不足之处,恳请广大读者批评指正。

编者



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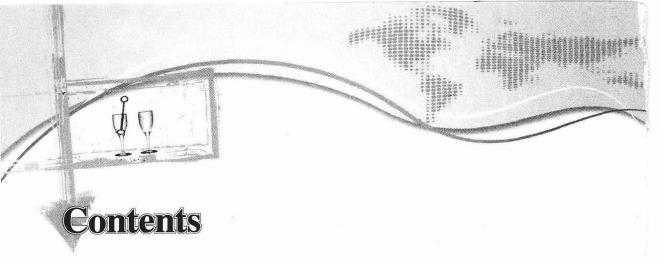
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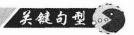
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### The Front Office Work 前台工作

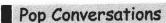




#### Key Sentence Patterns



- Good afternoon, Beijing Hotel, Reservations. What can I do for you? 下午好, 北京饭店预订处, 我能为您效劳吗?
- 21 I'd like to reserve a room in your hotel. 我想在贵店预订一个房间。
- ② Could you wait a minute, please? 请您等一下好吗?
- Are you with a company? 有人跟您一起来住吗?
- **5)** How long do you intend to stay? 您打算住多久?
- Do you want a single room or a double room?
  您要单人房还是双人房?
- Would you like a room with a bath or a shower? 您想要—间带浴缸的还是淋浴的房间?
- **8)** What kind of room would you like? 您要什么样的房间?
- When do you need the room? 您什么时候要这房间?
- 10) How many nights do you wish to stay? 您希望住几晚?
- I'm afraid we have no double rooms available but we can offer you a twin room. 恐怕我们没有双人床的房间了,但是可以提供您两张单人床的房间。
- 12) I'm sorry, but the hotel is full on that date. 抱歉, 那天旅馆都已客满了。
- 13 I'm sorry, we don't have any rooms available for that week. 抱歉,您说的那个星期我们酒店没有空房。





- A: Hello, Garden Hotel. What can I do for you?
- B: I'd like to make a reservation for this weekend. A single room with a bath.
- A: Just a moment. Let me check ... Sorry, sir, no single room is available this weekend. What about a double room?
- B: A double room, then. I'll be arriving at about 10pm this Friday. Is that ok?
- A: Very well, sir.
- B: By the way, I'd like it with a view of the sea.
- A: Yes. You'll have a good view of the sea from its window.
- B: It sounds nice.
- A: 你好, 花园宾馆。我能为你做些什么?
- B: 我想预订周末的房间, 要有浴室的单人房。
- A: 稍等, 让我查一下……对不起, 先生, 本周末已没有单人房了, 双人房可以嘛?
- B: 那就一间双人房吧。我将在周五晚上10点到,没问题吧?
- A: 没问题, 先生。
- B: 顺便说一下, 我希望我的房间可以看到海。
- A: 好的。你可以从窗口看到大海。
- B: 听上去很好。

- A: Good morning, Room Reservation. Can I help you?
- B: Yes, my name is Peter. I have made a reservation for a single room from June 18 to June 21. I'd like to make some changes. The reservation should only be to June 20.
- A: A single room from June 18 to 20. Is that correct?
- B: Yes.
- A: OK. Do you need limousine service?
- B: That's exactly what I want. How much does it charge?
- A: A hundred and eighty yuan for one way. We have a counter at the airport where our representative will escort you to the car.
- B: That sounds good. I'll take that.
- A: Thank you, sir. We look forward to serving you.
- A: 早上好, 订房部。我能为您效劳吗?
- B: 我的名字是彼特。我预订了一间单人房,是由6月18日至6月21日的。我想做一些改动。房间订至6月20日。
- A: 一间由6月18日至20日的单人房, 对吗?
- B: 是的。
- A: 好的。您需要机场接送服务吗?
- B: 这正是我需要的, 请问收费如何?
- A: 单程收费为 180 元。我们在机场设有柜台,将有专人带领您上车。
- B: 这听来挺不错。就这样吧。
- A: 谢谢。我们期待着为您服务。

- A: Hello. Saint-Martine Hotel. Can I help you?
- B: Hello. I'd like to make a reservation for three nights, from Friday the 10th to Sunday the 12th.
- A: All right. Single or double room?
- B: Single, please, with a bathroom.
- A: Yes. We have a single room available.
- B: Have you got one with a view?
- A: Yes, madam. We have a room with a lovely view of the river.
- B: What's the price?
- A: \$45 a night, plus VAT.
- B: Does that include breakfast?
- A: Yes. It includes a full English breakfast.
- B: Yes. That's fine. Could you hold it for me? My name's Betty Henderson.
- A: Yes. Miss Henderson. What time will you be arriving on the 10th?
- B: I'm not sure. Could you tell me what is the best way to get to your hotel from the airport?
- A: We have shuttle bus from the airport. I think you can take it.
- B: OK. Where can I get it?
- A: You can catch it outside the North Terminal.
- B: Thank you. Goodbye.
- A: Thank you, Miss Henderson. Goodbye.
- A: 你好, 塞马丁酒店。您有什么需要?
- B: 你好,我想预订三个晚上的房间,从10号周五到12号周日。
- A: 好的。要单人房间还是双人房间?
- B: 单人房间, 要有洗澡间。
- A: 好的。我们这儿有一个单人房间。
- B: 有面朝景观的吗?
- A: 有的, 夫人。我们有一间房可以看见漂亮的河景。
- B: 价格怎样?
- A: 每晚45美元,外加增值税。
- B: 包括早餐吗?
- A: 是的,包括一顿丰厚的英国早餐。
- B: 太好了, 能为我留下吗? 我叫贝蒂·汉德森。
- A: 好的, 贝蒂·汉德森女士。您 10 号什么时间到达?
- B: 不确定, 从机场到你们饭店, 怎样去最好?
- A: 我们在机场有专车接送客人、您可以乘专车来。
- B: 好的。在哪儿乘车?
- A: 您可以在北航站楼外面乘车。
- B: 谢谢你。再见。
- A: 谢谢, 汉德森小姐。再见。

#### ➤ Conversation 4

A: Good morning, madam. May I help you?

- B: Morning. I'd like to reserve some rooms for a tourist party.
- A: All right. What kind of room would you like?
- B: You see, we are tourists whose requests are different, so please tell me more about it, will you?
- A: It's my pleasure. We have single rooms, double rooms and suites, etc. Well, here is an introduction to our hotel.
- B: That's great. I'd like to book four single rooms, five double rooms and three suites.
- A: All right, madam. For which dates do you want to book the rooms?
- B: From tomorrow till January 8th. That's two days in all.
- A: I see. Now please fill out the form.
- B: Here you are. Is everything OK?
- A: Just a minute, madam. You should pay a deposit of 500 yuan beforehand.
- B: OK. Here you are.
- A: Thank you. Please keep this receipt.
- B: Thank you. By the way, is there any preferential rate for the party?
- A: Yes, there is a 15 percent discount.
- B: That's wonderful.
- A: 早上好, 女士, 能为您效劳吗?
- B: 早上好。我想为一个旅游团订房间。
- A: 行。您想订哪种呢?
- B: 你知道, 我们是来旅游的, 要求各不相同, 请多介绍这方面的情况好吗?
- A: 我很乐意。我们有单人房、双人房、套房等。瞧,这是我们宾馆的介绍。
- B: 好极了,我想订4间单人房、5间双人房和3间套房。
- A: 好的,女士。您想订哪几天的?
- B: 从明天到1月8日总共2天。
- A: 我知道了。请您填好这张表。
- B: 表填好了,这样行吗?
- A: 请稍等一会,女士。您应预付500元的订金。
- B: 好的、给你。
- A: 谢谢。请保留好这张收据。
- B: 谢谢。顺便问一下, 旅游团是否有优惠呢?
- A: 有的, 有15%的优惠。
- B: 真是棒极了。

- A: Good morning. Huanghe Great Hotel.
- B: Good morning. I'd like to book a room at your hotel for 4 nights.
- A: A single room or a double room, sir?
- B: A single room with a bath. A quiet one if possible.
- A: When will you be arriving, sir?
- B: I'll be arriving on next Tuesday, the 2nd of April and leaving on the 6th.
- A: One moment please. I'll just have a look... Yes, we have got a single room for those dates. We'll have it ready for you.
- B: Fine. How much will it be for one night?

- A: \$40, including breakfast.
- B: I see. By the way, I'll be coming by train. Is the hotel far from the station?

- A: No, Sir. It's a short walk.
- B: OK. Could you book the room for me, please?
- A: Of course, sir. May I have your name and telephone number?
- B: My name is Wang Ping, and my phone number is 82785261.
- A: Mr. Wang. Phone number 82785261, a single room with bath from the 2nd of April to the 6th.
- B: That's right. Thank you very much.
- A: Thank you, Mr. Wang. We'll be expecting you. Bye.
- B: Bye.
- A: 早上好。这里是黄河大酒店。
- B: 我想在你们酒店预订一个房间, 住4天。
- A: 是单人间还是双人间, 先生?
- B: 带浴室的单人间,如果可能的话要一个安静点儿的房间。
- A: 您什么时候到达, 先生?
- B: 我下周二到, 即4月2日到, 4月6日离开。
- A:请稍等一下,我给您看一下……我们在那个日期内有一个单人间,我们会把它 给您准备好的。
- B: 好。住一晚上的房价是多少?
- A: 40 美元,包括早餐。
- B: 我明白了。顺便问一下, 我坐火车来。你们酒店离火车站远吗?
- A: 不远。走路一会儿就可以到。
- B: 好。你们可以为我预留这个房间吗?
- A: 当然可以。请问您的姓名及电话号码?
- B: 我叫王平, 电话是82785261。
- A: 王平先生, 电话 82785261, 一个带浴室的单人间, 从 4 月 2 日住至 4 月 6 日。
- B: 对,非常感谢。
- A: 谢谢, 王先生。我们期待着您的到来, 再见。
- B: 再见。

- A: Good morning. Hunan Hotel. May I help you?
- B: I'd like to reserve a room for two days.
- A: OK. For what time?
- B: For December 24th to 26th.
- A: How many guests will there be in your party?
- B: Just two. My wife and I.
- A: Which kind of room would you like, a double or a twin?
- B: A double, please.
- A: Would you hold the line, please? I'll check our vacancies for those days. We have a twin at 480 yuan and another at 380 yuan. Which would you prefer?
- B: We'll take the one at 480 yuan.
- A: Yes, sir. May I have your name, please?

- B: Brown.
- A: Mr. Brown, may I have your phone number, please?
- B: Yes, my phone number is 3811658.
- A: What time do you expect to arrive?
- B: Oh, about 6:30 p.m., I suppose.
- A: OK, we look forward to serving you.
- B: That's fine.
- A: Thank you, Goodbye!
- B: Goodbye!
- A: 早上好。湖南酒店。我能为您做些什么?
- B: 我想预订一个房间, 住两天。
- A: 好。什么时间?
- B: 12 月 24 日至 26 日。
- A: 您一行有几位客人?
- B: 两人。我和我的夫人。
- A: 您想订个什么样的房间, 双人间还是双床间?
- B: 双人间。
- A: 请您别挂电话,好吗? 我看看那几天有没有空房间。先生,我们有一间 480 元和 一间 380 元的双人间,您想订哪一间?
- B: 我们要 480 元的。
- A: 好。先生,请问您贵姓?
- B: 布朗。
- A: 布朗先生, 请问您的电话?
- B: 我的电话号码是3811658。
- A: 您预计几点钟到?
- B: 哦, 我估计大概下午6:30 左右。
- A: 好的, 我们期待为你们服务。
- B: 那太好了。
- A: 谢谢, 再见!
- B: 再见!

#### Word Service Station

词语加油站



豪华轿车

representative

典型的,代表

escort

护送, 护送者

shuttle

航天飞机, 短程穿梭运行的飞机 (或火车, 汽车)

receipt

收据,发票



#### Key Sentence Patterns



- J Good morning, sir. Welcome to our hotel. 先生,早上好,欢迎到我们旅馆来。
- **2** Very glad to have you here. 非常高兴您能到这里来。
- Welcome to Beijing Hotel.
  欢迎来到北京饭店。
- ④ Follow me, please. 请跟我来。
- **5** Hope you enjoy your stay. 希望您住宿愉快。
- Very glad to have you here. 你们的到来让我很高兴。
- Wish you a most pleasant stay in our hotel. 愿您在我们宾馆过得愉快。
- **8** Good afternoon, madam and sir. Did you have a nice trip? 太太,先生,下午好。旅途愉快吗?
- ② Is this your first trip to Beijing? 这是您第一次来北京吗?
- 10) I hope you will enjoy your stay with us. 希望您在我们宾馆过得愉快。
- Would you please follow me? 请这边走,好吗?
- **巡** Step this way, please. 请这边走。
- 131 Nice to meet you, Mr. Brown. 布朗先生,见到您我很高兴。

#### Pop Conversations



#### ➤ Conversation 1

A: Good afternoon, sir. Welcome to the Blue Sky Hotel.

- B: Thanks. Good afternoon.
- A: (Opening the trunk, taking out the baggage and looking at the name on the baggage tags.) I'm the doorman, Mr. Short. Let me help you with your baggage.
- B: It's so kind of you.
- A: The reception desk is straight ahead. After you, please.
- A: 下午好,先生。欢迎来到蓝天饭店。
- B: 谢谢。下午好。
- A: (打开汽车尾部的行李箱,取出了行李,看了一下贴在行李上的标签。) 我是门童,肖特先生,让我帮您提行李。
- B: 你真是太好了。
- A: 接待处就在前面,请您先走。

- A: Good evening, Mr. White. It's nice to have you stay with us again.
- B: Thank you. It's nice to be back to Beijing, even if I am only staying two days.
- A: How was your flight from New York?
- B: Fine, but I could do with a test.
- A: Well, there are just a couple of formalities. How would you like to pay, Mr. White?
- B: With US dollar traveler's cheques, I think.
- A: OK, no problem.
- A: 晚上好,怀特先生。欢迎您再次入住我们酒店。
- B: 谢谢。回到北京真好, 哪怕只住两天。
- A: 从纽约飞到这里,一路上好吗?
- B: 很好, 就是想歇一歇。
- A: 嗯,只有几个手续。您想用什么方法付款,怀特先生?
- B: 我想用美元旅行支票。
- A: 好的,没问题。

- A: Good evening, sir. I'll show you to your room. You have two suitcases and one bag. Is that right?
- B: Yes, that's right.
- A: Is there anything valuable or breakable in your bag?
- B: Yes, there's a bottle of whisky.
- A: Could you carry this bag, sir? I'm afraid the contents might break.
- B: Sure, no problem.
- A: Thank you, sir. May I have your room key, please?
- B: Yes. Here you are.
- A: Thank you, sir. Your room is on the 5th floor. Please follow me.
- A: 晚上好,先生。我带您到房间去。您有两个旅行箱和一个袋子,对吧?
- B: 对的。
- A: 您的袋子里有什么贵重或易碎的东西吗?
- B: 有, 有一瓶威士忌。
- A: 先生, 您自己提这个袋子好吗? 我怕里面的东西会摔。
- B: 好的,没问题。

- A: 谢谢您, 先生。请给我房间的钥匙好吗?
- B: 好的, 在这儿。
- A: 谢谢您,先生。您的房间在5楼,请跟我来。

- A: Good evening, sir. Welcome to the Peace Hotel.
- B: Thank you.
- A: How many pieces of luggage do you have?
- B: Just these four.
- A: Two suitcases and two bags. Is that right?
- B: Yes. That's all.
- A: I'll show you to the Front Desk. This way, please. I will put your bags by the post over there.

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- B: I see, thanks.
- A: A bellman will show you to your room when you have finished checking in.
- B: OK. Fine.
- A: Please enjoy your stay.
- A: 晚上好, 先生。欢迎到和平饭店。
- B: 谢谢。
- A: 您有多少件行李?
- B: 只有这4件。
- A: 两个旅行箱和两个袋子, 对吗?
- B: 是的,就这些。
- A: 我带您到前台,请跟我来。我把您的袋子放在那个柱子旁边。
- B: 好的, 谢谢。
- A: 您办完住宿登记后,服务员会带您到房间去。
- B: 好的。
- A: 希望您过得愉快。

- A: Excuse me, but are you Mr. Smith, the Best package group leader?
- B: Yes, I am. You must be Miss Mo Li, are you?
- A: Yes, I am Mo Li from the Great Wall Hotel and have come to meet you. I am looking forward to meeting you.
- B: Thank you very much. Nice to meet you.
- A: Altogether, this group has sixteen guests, right? Is everybody here?
- B: We are all here.
- A: Having a long journey, I'm afraid you must have a rest. We'll directly go to the hotel. All right?
- B: All right. We'll follow you.
- A: Have you got your baggage?
- B: Yes, everything is OK.
- A: Very good. Let's go, our bus is just over there, in the parking place. May I help you with your baggage?
- B: 1 can manage it. Thank you.

- A: This way, please.
- A: 对不起,请问您是百事特价包团的领队史密斯先生吗?
- B: 是的。你一定是莫莉小姐, 对吗?
- A. 是的,我是莫莉,从长城饭店来接你们的。我一直盼望你们的到来。
- B: 非常感谢。很高兴见到你。
- A: 贵团一共是16个客人, 对吧? 全都到齐了吗?
- B: 都在这儿。
- A: 经过长时间的旅行,我想诸位一定要休息了。我们直接去宾馆,好吗?
- B: 好的, 我们听你的。
- A: 行李拿到了吗?
- B: 拿了,全都办妥了。
- A: 好极了, 走吧。我们的车就在那边, 在停车场里。要我帮你拿行李吗?
- B: 我能拿。谢谢。
- A: 请走这边。

- A: Good afternoon, madam!
- B: Good afternoon!
- A: Welcome to our Great Wall Hotel.
- B: Thank you.
- A: Please check your baggage here. I'll carry it to the reception desk.
- B: Oh, my God! I can't find my handbag. It must have been left behind in the hotel
- A: Don't worry. I'll go and fetch it... Is this your handbag, madam?
- B: Yes, it is. It's very kind of you to do so. Would you please accept the gift for my thanks?
- A: Thank you just the same.
- A: 下午好, 女士!
- B: 下午好!
- A: 欢迎光临长城饭店。
- B: 谢谢。
- A: 请检查一下您的行李, 我帮您把它拿到接待台那里去。
- B: 哦, 天哪! 手提包不见了, 一定是遗忘在酒店的车里了。
- A: 别着急,我去帮您拿回来……这是您的手提包吗。女士?
- B: 是的。你真是太好了。请接受这个礼物以表达我的谢意。
- A: 礼物我不能收, 但还是要谢谢您。

#### Word Service Station

祠语加油站



衣箱, 树干

doorman

门卫,门童

suitcase

手提箱

bellman

传达员, 敲钟人