

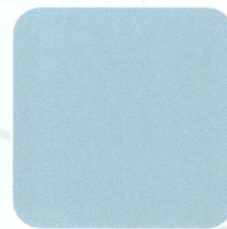
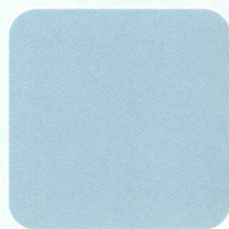
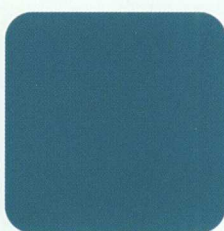


中等职业教育“十二五”规划教材

中职中专旅游服务类专业系列教材

# 饭店情景英语

◎ 主编 张莉

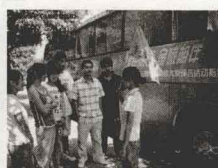
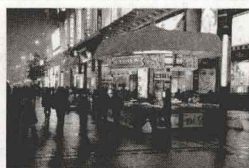


科学出版社

内容商企

中等职业教育“十二五”规划教材  
中职中专旅游服务类专业系列教材

# 饭店情景英语



张莉 主编

徐京红 王秀萍 王桂彩 副主编

科学出版社

北京

## 内 容 简 介

全书共分为四章, 25个单元。本书以饭店各部门各岗位服务流程为主线, 紧扣饭店各部门工作(岗位)的服务任务, 设计“前厅部英语”、“餐饮部英语”、“客房部英语”和“康乐中心英语”四部分内容。每章编写的内容由浅入深, 按服务流程及任务情境编写英语对话。学生通过模拟工作情境的形式掌握对客人提供服务的用语。每个学习单元都包含单词、句型、对话、常用专业句型的归纳及相关专业知识的补充。

在具体教学实施过程中, 教师应注重突出学生主体活动, 以各单元的任务目标为指导, 加强听说训练。学生应注重通过句型练习及模拟真实场景的练习方式, 掌握知识, 提高听说能力。

本书可作为旅游服务与管理、酒店服务与管理专业的教材, 也可作为相关从业人员的自学用书。

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# 序

## Foreword

随着社会的发展,旅游业已成为全球经济中发展势头最强劲和规模最大的产业之一。它增长速度快,资源消耗低,带动系数大,就业机会多,综合效益好,因此,产业规模不断扩大,产业体系日趋完善。在我国,2009年12月国务院出台了《关于加快发展旅游业的意见》(国发〔2009〕41号文件),将旅游业定位为国民经济的战略性支柱产业和人民群众更加满意的现代服务业。2010年,我国跃居全球第四大入境旅游接待国和亚洲第一大出境旅游客源国,世界旅游业2010年度报告认为中国是拉动全球旅游业走出低谷的重要力量。旅游已经成为中国居民生活消费的重要组成部分,服务人员的素质如何,对旅游业的长远发展是至关重要的。

中等职业学校作为向旅游行业输送合格一线从业人员的重要基地,迫切需要有针对性的、可操作性强的系列教材。2010年年底,科学出版社邀请江西省旅游职业中等专业学校、青岛旅游学校、北京市外事学校、山东省济南商贸学校、包头机电工业职业学校、天津市旅游育才职业中等专业学校、四川省档案学校、重庆市旅游学校、武汉市交通学校等全国著名中等职业旅游学校主管教学的领导、专业课教师在北京共同研商中等职业学校旅游类专业的教学与教材建设等问题,确定系列教材的书目、主编人选及编写要求等,而后由各书主编组织相关学校的教师共同编写。

本系列教材面向中等职业学校的学生,以培养德智体美等方面全面发展、具有综合职业能力、能胜任旅游行业第一线工作的高素质劳动者和中高级实用型人才为目标。力求渗透职业道德、服务意识教育,体现就业导向。教材注重实践技能的学习和掌握,难度适中,取材得当,符合中等职业教育学生的现状,以“做中教,做中学”为基本的编写原则,强调、突出教材的实用性。

本系列教材在编写过程中,得到了各职业学校、有关行业、企业的大力支持与帮助,在此表示衷心的感谢。希望各地各校在使用本系类教材的过程中,及时提出修改建议,我们将不断改进,使其更加完善。

刘宇虹

2011年8月于青岛

# 前言

## Preface

随着我国国际化进程的不断加快,特别是2008年北京举办奥运会以来,我国酒店业发展迅猛,市场规模不断扩大,促使酒店行业需要大量的能够熟练运用外语接待外宾的中初级专门人才。在这样的背景下,切实提高中职人才的素质,特别是加大对饭店服务人员的英语培训力度,已经成为当前我国中职院校饭店英语教学的重中之重。

本书是针对中等职业学校旅游、酒店、烹饪类专业学生编写的一部教材。适用于中等职业学校服务类专业的学生,可用于日常学习及岗前培训,也是一本酒店员工难得的指导工具书。本书旨在培养服务行业的旅游、饭店从业人员,使其能够运用简单的英语与客人交流,为客人提供服务。

本书是全国中等职业学校旅游服务类专业系列教材之一。本书以饭店各部门典型工作任务为载体,通过创设饭店工作岗位情境,将饭店工作岗位的英语服务用语按照工作流程的顺序编成英语情境对话,对话中配有大量的图片,并辅以听力、填空、角色扮演等形式的练习,从而增强学生使用英语服务用语的能力。

饭店英语的实践性很强。本书遵循英语教学听说领先的教学原则,创设工作情境,激活学生思维,从而培养口头交际能力为目标,突出语言的交际功能。

本书的编者们都大都是常年奋战在中高职院校英语教学一线的专业教师。在编写过程中,为了掌握当前旅游饭店业发展的最新动态,编者进行了大量的相关岗位调研,听取了行业专家及实习教师的建议和意见。

张莉负责编写大纲、制定单元设计及编写Section 1的Unit One、Unit Two、Unit Three;徐京红负责编写Section 1的Unit Four、Unit Five、Unit Six、Unit Seven、Unit Eight;王秀萍负责编写Section 2的Unit One、Unit Two、Unit Three;常金娜负责编写Section 2的Unit Four、Unit Five、Unit Six;元元负责编写Section 2的Unit Seven、Unit Eight、Unit Nine;王桂彩、张玉玲负责编写Section 3的Unit One、Unit Two、Unit Three、Unit Four、Unit Five;许文熙负责编写Section 4;孙雯负责编写附录。另外,由张莉负责校对,徐京红负责图片的整理。

在本书编写过程中,编者参考了大量的相关文献,在此向原文献的作者表示诚挚的谢意;同时,得到了科学出版社的领导和各位编辑的大力支持,在此感谢他们为本书的编写工作提出的建议和意见。

由于时间仓促,加之编者水平有限,书中不妥之处在所难免,欢迎广大读者对本书提出宝贵意见,以便今后改进。

张 莉

2011年3月

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# Section 1

## Front Office

### Unit One

## Room Reservations

#### Unit task

- 能正确识别饭店前台的部门名称标志；
- 掌握客房类型的相关词汇；
- 掌握有关客房预订服务用语及相关词汇；
- 能按服务程序用英语帮助客人预订房间。



## Warm-Up

### Section A

Listen carefully and write down the words you hear from the tape.

1. Thank you for calling Beijing \_\_\_\_\_.
2. \_\_\_\_\_ is the standard room?
3. My boss will stay for \_\_\_\_\_ nights.
4. Could you please \_\_\_\_\_ your name, sir?
5. May I make the \_\_\_\_\_?

### Section B

Listen to the passage carefully on the tape and fill out the missing words.

This summer Annie is going to \_\_\_\_\_ in Europe on her vacation. She is eager to \_\_\_\_\_ many different countries. She wants to \_\_\_\_\_ a lot of pictures to show her friend Sally.

Right now Annie is \_\_\_\_\_ a call. She is \_\_\_\_\_ a single room with a good view. She hopes she \_\_\_\_\_ her vacation.

## Conversations

### A. Reserve a single room.

Clerk = C Guest = G

C: Good morning, Palace Hotel. May I help you?

G: Yes, I'd like to reserve a single room for 3 nights.

C: Certainly. For what date?

G: July the 10th.

C: Just a moment, please. ... Yes, madam. We have a room available.

G: What is the room rate?

C: \$120. Will that be all right?

G: Yeah, that will be fine. May I make the booking?

C: Certainly. Your name and address, please?

G: My name is Annie Johnson, that's A-n-n-i-e, J-o-h-n-s-o-n. And the address is No. 323, Allan Street, London 221, England.

C: Thank you. And your telephone number, please.

G: My phone number is 0044-0253-665288.

C: Thank you. So it's Ms. Annie Johnson, No. 323, Allan Street, London 221, England and your phone number is 0044-0253-665288. And you want a single room on July the 10th for 3 nights.

G: Exactly. Thank you.

C: It's my pleasure. We look forward to your arrival. Bye.

## B. We are fully booked.

Clerk = C Guest = G

C: Good afternoon, sir. May I help you?

G: Good afternoon. I'd like to book a double room from May 1st to May 5th.

C: One moment, please. Let me check...I'm sorry, we're fully booked on those dates since it's the peak season.

G: Oh, that's too bad!

C: Don't worry, sir. We may have cancellations. Would you like me to put you on our waiting list?

G: That's fine, but could you let me know as soon as possible?

C: Sure. Besides, you can log on the website to check whether you have the reservation or not. Our website is www. palace hotel. cn.

G: Thank you. That's very kind of you.

C: My pleasure.

## Words and Expressions

1. available *adj.* 可利用的, 现成可使用的

e.g. We have a room available. 我们有空余的房间。

2. reserve *v.* 预订reservation *n.* 预订

e.g. I've reserved a room in the name of Johnson.

我以约翰逊的名字预订了一个房间。

I made a reservation for you last week. 我上周为你预订了房间。

同义词: book

e.g. I'd like to book a single room with bath. 我要预订一间带浴室的单人房。

May I make a booking? 可以预订房间吗?

3. exact *adj.* 确切的, 准确的

4. look forward to 盼望

e.g. We look forward to hearing from our mother. 我们盼望着妈妈的来信。

5. cancellation *n.* 取消cancel *v.* 取消

## Practical terms and expressions

1. Offer help.

a. Can / May I help you? 我可以帮忙吗?

b. What can I do for you? 我能为您做些什么?

2. Find out what the guest needs.

a. How long do you intend to stay? 您打算住多久?



## Section I Front Office

- b. How many nights will you stay? 您要住几晚?
  - c. For what date(s), please? 您打算几号入住?
  - d. What kind of room would you like? 您想要什么类型的房间?
  - e. Do you want a room with a lake view? 您想要一个可以看到湖景的房间吗?
3. Give information about room rate.
- a. What is the room rate per night? 房间每晚的价格是多少?
  - b. What sort of price do you want to pay? 您想要什么价位的房间?
  - c. Breakfast is not included in the room rate. 房价中不含早餐费。
  - d. There is a 10% deduction for children under 10. 十岁以下的儿童, 房价有10%的折扣。
  - e. We have a 10% discount for a group reservation. 团体预订房间的, 我们给予10%的折扣。
4. Accept the booking.
- a. Yes, we do have a single room free for those days. 是的, 那些天我们有空房。
  - b. Yes, we have a double room available from ... to ... 是的, 我们从……到……有空的双人间。
5. The hotel is fully booked.
- a. Sorry, we're fully booked on that date. 对不起, 预订已满。
  - b. Sorry, we're book solid, since it's in the peak season. 对不起, 由于现在是旺季, 预订已满。
6. Give information about the hotel.
- a. Our hotel is a 5-star hotel. 我们这家饭店是5星级饭店。
  - b. Our hotel is located in the city centre. 我们这家饭店位于市中心。
  - c. Our hotel has a fine view of the sea. 我们这家饭店可以欣赏海景。
7. Expect the guests.
- a. We look forward to your stay at our hotel. 我们期待着您的入住。
  - b. We are expecting your stay with us. 我们盼望着您的入住。
  - c. We look forward to your arrival. 我们期待着您的到来。

### Notes

1. 客房类型: single room (单人间), double room (双人间), suite (套房), deluxe suite (豪华套房), triple room (三人间), standard room (标准间), family suite (家庭套房), presidential suite (总统套房), double room with twin beds (有两张单人床的双人间)。
2. peak season (旺季), off season = low season (淡季)。

## Do you know?

## I. Study the following chart and think about the question how Front Office is organized.



## II. Important factors in making a reservation for guests.

- ◇ Guest Name or Name of group, Code.
- ◇ Contact name; Telephone number; Company name; Address.
- ◇ Room type; Number of Rooms.
- ◇ Number of Guests.
- ◇ Nationality.
- ◇ Date of Arrival/Departure; Time of Arrival /Departure; Length of Staying.

## Exercises

## I. Small group work

1. Questions for the comprehension.

**Conversation A Answer the following questions.**

- a. What type of room does the guest want to reserve?
- b. How long does the guest intend to stay?
- c. What is the room rate per night there?
- d. Where does she live?
- e. Why does the clerk repeat the guest's information at last?

**Conversation B Decide these statements are true (T) or false (F).**

- a. The guest wants to book a double room from May 1st to May 4th.
- b. Double rooms are fully booked on those dates.
- c. The clerk suggests the guest another hotel.
- d. The guest thinks it is a good idea to put his name on the waiting list.
- e. The hotel's website is [www.palacehotel.com](http://www.palacehotel.com).



## 2. Oral work: Finish the following conversation.

A: \_\_\_\_\_?

B: Yes, I'd like to book a room for September 10th.

A: \_\_\_\_\_?

B: Tom Smith.

A: \_\_\_\_\_?

B: A single room with bath.

A: \_\_\_\_\_?

B: Three nights. What is the room rate per night?

A: \_\_\_\_\_?

B: Sure. I'll take it.

A: \_\_\_\_\_?

B: My phone number is 0044-687001.

A: \_\_\_\_\_.

B: Thank you and bye.

## II. Structure and vocabulary

### 1. Fill in the blanks with the proper words and phrases.

a. I'd like to book a room \_\_\_\_\_ my boss.

b. For \_\_\_\_\_ date?

c. What \_\_\_\_\_ of room would you like?

d. How many nights will you \_\_\_\_\_?

e. Just a moment, please. ... Yes, we have a room \_\_\_\_\_.

### 2. Translate the following sentences.

a. 我想预订一间10月5日的双人房间。

b. 我们期待着您的到来。

c. 请稍等，让我查一下是否有空房。

d. 对于团体预订，我们有10%的优惠。

e. 很抱歉，那天的单人房间已全部订满。

f. 我们饭店位于市中心。

## III. Listening practice

### A. Listen to the tape and choose the one which you decide is the most appropriate answer.

1. a. We have rooms free.

b. We'll arrive on 26th.

c. 60 dollars per night.

2. a. R-i-c-h-a-r-d-s-o-n.

b. This is my phone number.

c. My name is Richardson.

3. a. I'd like 3 single rooms.  
b. 3 nights.  
c. The room is for 3 people.
4. a. Let me check.  
b. I'm not sure. Bye.  
c. Yes. I'd like a single room.
5. a. OK. Let me write it down for you.  
b. Sorry, I don't know the address.  
c. The dress is very pretty on you.

**B. Listen to the tape and fill in the reservation card.**

Rose Hotel Reservation Form	
Name	_____
Arrival date	_____
Departure date	_____
Room type	_____
Booked by	_____
TEL.	_____
Taken by	_____
Approved by	_____
Date	_____

**IV. Role play**

**A new couple wants to spend honeymoon in Beijing.**

**Information:**

The couple is going to visit Beijing.

They want to reserve a deluxe suite with a good view.

It's very expensive, but they will take it.

*It's your turn!*

7

**The clerk helps with the booking.**

**Information:**

Greet the guest and introduce your hotel.

Ask about the type of room.

Tell the room rate.

# Section 1

## Front Office

### Unit Two

#### Concierge

##### Unit task

- 能正确识别饭店部门常用设施的英文名称;
- 能正确识别各种行李的英文名称;
- 掌握门童接送客人、礼貌道别的服务词汇及相关用语;
- 掌握行李服务用语;
- 能按服务程序用英语引领客人入住客房并介绍相关服务设施。

## Warm-Up

## Section A

Listen carefully and choose the words you hear from the tape.

Programs mind Leave brochure turn

1. Can you \_\_\_\_\_ on the air conditioner for me?
2. \_\_\_\_\_ the luggage with me.
3. Are there any English \_\_\_\_\_ on the TV?
4. Where can I get your hotel \_\_\_\_\_?
5. Please \_\_\_\_\_ your hands in the revolving door.

## Section B

Listen to the passage carefully on the tape and fill out the missing words.

October 20, 2005

Dear mum,

Right now I'm \_\_\_\_\_ this letter to you from Palace Hotel in Beijing, China. My room is comfortable and \_\_\_\_\_. It's already 8:00 in the evening. I have just had a \_\_\_\_\_ buffet.

Yesterday, when I was busy with \_\_\_\_\_ out the registration form, I put my mobile phone aside. After finishing the form, I went up to my room \_\_\_\_\_ with a bellboy. Suddenly, I realized that I \_\_\_\_\_ my mobile phone. I felt so worried. At that moment, there was a \_\_\_\_\_ on the door. I opened it and \_\_\_\_\_ that he was the bellboy with my mobile phone in his hand. He came to \_\_\_\_\_ it. He told me it was his duty. I was very excited and appreciated his help.

Tomorrow I will \_\_\_\_\_ the famous Forbidden City. I hope that the weather will be fine.

See you next week!

Best Wishes,  
Annie

## Conversations

## A. Greet the guest at the door.

Doorman = D Guest = G

D: Good morning, madam. Welcome to our hotel.

G: Thank you.

D: How many pieces of luggage do you have?

G: 3 pieces.

D: 2 suitcases and one handbag. Is that right?

G: That's right.

D: I'll show you to the Front Desk. Follow me, please. May I put your suitcases here?

G: OK, thank you.

