

P 旅游服务实用英语系列
ractical English for Tourism Services
丛书主编 金惠康

PRACTICAL ENGLISH for RESTAURANTS

餐厅服务英语

● 金惠康 罗向阳 编著



BOOK

廣東旅遊出版社
GUANGDONG TRAVEL AND TOURISM PRESS

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PRACTICAL
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ABC

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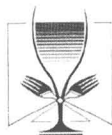
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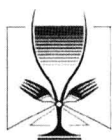
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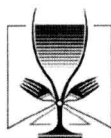
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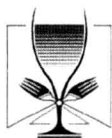
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Unit 1

M

aking a Reservation

预订座位



Part I 预订座位 I (Reservation)

1. 服务场景 (Business Background)

①介绍营业时间。一般打到餐厅来的电话除了预约餐位和寻人之外，最常询问的事项就是营业时间、餐饮内容和寻找失物。关于营业时间，不外乎是客人想知道餐厅几时开门营业、几时打烊，这时只需回答：The restaurant opens at 7 am and closes at 10 pm. /The restaurant's hours are from 7 am until 10 pm.

②如果是查询有关餐厅的餐饮内容时，除了简略地告诉客人“我们供应四川菜、广东菜、西餐或瑞士菜”等，最好也介绍一下拿手好菜 (chef's dish) 与特色菜 (specialties)，必要时得提供给客人价格方面的资料。所以接听电话的服务人员，手边应随时备有一份餐厅的英文菜单。客人询问时，只要依照上面的资料回答即可。

③不管有无就餐位，服务生都要热情接待，尽一切可能去帮助客人，甚至介绍到其他餐馆；对犹豫不决、打听情况的，要以实情相告，尽量介绍本店的优势，满足他们的特殊要求，争取他们来就餐。

④客人寻找不同风格的餐厅。到中国游玩的西方游客，品尝当地各种不同的美食是行程重头戏之一，然而，身为异乡人，自然无法知道每家餐厅口味如何。此时，客人若向饭店中的服务人员询问，餐厅服务生要热情帮助。

2. 行业套话 (Professional Routines)

Welcome to our restaurant.

欢迎到我们餐厅来。

We are open from... to...

我们从……一直营业到……

When is the restaurant open for breakfast?

餐厅几点开始供应早餐?

When would you like your table? And for how many?

您什么时候用餐? 有几个人啊?

Can (May) I help you? /What can I do for you?

我能为您做什么?

Just a moment, please.

请稍等一下。

Yes, of course. (Certainly)

当然可以。

I am at your service.

乐意为您效劳。

Sorry to have kept you waiting.

对不起, 让您久等了。

Do I need a reservation?

我需要预约位子吗?

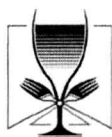
I'd like to reserve a table for two.

我想要预订两个人的位子。

We have a reservation for a table for four in the name of Douglas.

我们用道格拉斯的名字订有四人一桌的席。





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We are a group of eight.

我们共有 8 个人。

We'll come around 6:00 o'clock.

我们大约在 6 点到达。

How can I get there?

我怎样才能到达餐厅?

I'd like to reserve a table for three at 7:00 tonight.

我想要订今晚 7 点三个人的位子。

I'm sorry. We have so many guests this evening.

我很抱歉。今晚的客人相当多。

Could you wait for a while?

能不能等会?

How long is the wait?

大概需要等多久?

Eight o'clock should be OK.

8 点应该没问题。

I'm afraid we do not take reservation for breakfast.

恐怕我们不受理早餐的预定。

Breakfast is always ready in the morning. Just come and enjoy it.

早餐不必预定，来就吃。

We have a table for six available at 8:00, sir.

先生，8 点我们有六人的席位。

Your reservation is confirmed for tonight.

您今晚的订位已经确定了。

How many people will be in your party?

您一行共有几人?

Where can we contact you, sir?

先生，我们在哪里可以和您联络上?



Thank you for calling.

谢谢您打电话来。

We've already prepared your meal for the reserved number of 10 guests, and we will have to charge you for that number.

我们已经为您准备好预定的菜肴，因此您须支付 10 人份的费用。

May I take your name?

怎么称呼您呢？

Shall I take your phone number?

您的电话号码是多少呢？

What time will you be arriving?

您什么时候会到达餐厅？

3. 实用对话 (Practical Dialogues)

① 打听营业时间 (Get to Know Business Hours)

Dialogue: G = Guest 客人

W = Waiter 服务生

W: Hello! This is the Garden Hotel. May I help you?

您好。这是花园酒店，要订餐吗？

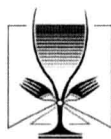
G: Yes, could you tell me when does your restaurant open?

您们餐厅几点开始营业？

W: The restaurant is open for breakfast from 6 am until 10 am.

Lunch begins at 11 am.

餐厅从早上 6 点到 10 点供应早餐，11 点开始营业午餐。



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G: When does the restaurant close?

餐厅几点打烊?

W: The restaurant closes at 12 pm.

餐厅晚上 12 点打烊。

G: What are the restaurant's hours?

请问餐厅的营业时间?

W: The restaurant's hours are from 11 am until 12 pm.

餐厅的营业时间从早上 11 点到晚上 12 点。

G: When do you close?

你们几点打烊?

W: Our last order is at 11 pm. Could you arrive before that time?

我们到晚上 11 点停止接受点菜, 请在 11 点以前光临好吗?

② 订座 (Reservation)

Dialogue: C = Caller 打电话询问者

W = Waiter 服务生

W: Hello, Guangzhou Restaurant.

您好, 广州酒家。

C: Hi, I would like to make a dinner reservation.

您好, 我想订晚餐。

W: Of course, which evening will you be joining us on?

好的, 您打算哪个晚上来这里就餐?

C: We will need the reservation for Tuesday night.

我们打算星期二晚上。

W: What time would you like the reservation for?

您打算晚上几点来吃晚餐呢?