

校企合作系列丛书

酒店管理专业

Oral English for Hospitality

酒店英语口语

主编 · 公 晨 陈 芳



WUHAN UNIVERSITY PRESS

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本书合作企业

starwood
*
Hotels and
Resorts

喜达屋酒店及度假村国际集团

前 言

近年来,随着国内外旅游业的迅猛发展,酒店行业进入了发展的“快车道”阶段。国内一二线城市中,国际中、高端酒店品牌的强势入驻急需大量英语水平过关、口语交际能力较强的酒店从业人员。今日之酒店人才培养,不能再局限于熟练的基层服务操作人员,而应该着力培养具有良好职业素养与专业背景,具备较强语言表达及沟通能力的复合型人才。由此可见,我们培养出的酒店专业人才只有具备较高的岗位英语应用能力才能满足其岗位需求,这也是酒店管理专业英语教材建设的重点。

本书遵循“职场为先、知识为本、能力为重”的原则,以培养学生在未来酒店工作岗位中所需的英语服务能力为目标,依据酒店的工作流程、典型工作环节及服务情境设计教学项目,旨在帮助学生打好英语语言基础的同时,重点提高听、说等应用能力,特别是酒店行业工作岗位中的英语服务与沟通能力,真正体现高职专业英语教学的职业性、实践性和实用性。

本书基于酒店的各种工作情境进行构思、设计和编写,共分为四章,涉及前厅、餐饮、客房、康乐等酒店行业的主要岗位群,并依据工作情境设置相应的学习模块,涉及二十余项具体的工作任务,并以此为主线安排以听、说为主的教学内容及实训任务。本书秉承高职专业英语“实用为主,够用为度”的学习要求,从学生的就业需求出发,由浅入深,突出酒店行业服务人员所需的英语实战能力。话题设计从学生实际出发,力求使学生有话可说,有话想说,从而畅所欲言。

参与本书策划和编写的人员,有来自高校一线的骨干教师、双师型教师,还有来自酒店行业、具备丰富行业背景和从业经验的管理人员。本书由上海行健职业学院公晨和陈芳担任主编,并负责全书的统稿和审稿,上海红塔豪华精选酒店人力资源部学习与发展经理成玉佳担任副主编。具体编写分工为:公晨编写第1、2章(10个单元);陈芳编写第3、4章(11个单元);成玉佳负责全书的行业知识修订及完善工作。

由于编写时间及编者水平有限,书中难免存在不足之处,还望读者批评指正。

编 者

2016年5月

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Section 1 Front Office Department

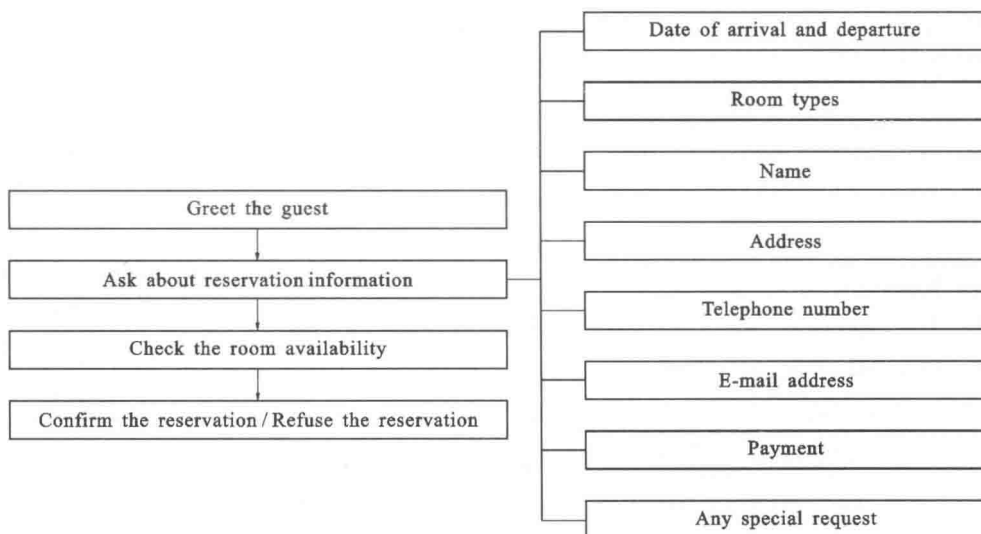
Unit 1 Reservation

Objectives

- (1) To answer questions concerning reservations.
- (2) To take a reservation.
- (3) To cancel a reservation.
- (4) To confirm a reservation.

Part 1 Lead-in

Reservation Procedures



Cultural Background

Hotel usually receives reservation requests in the following ways.

- By telephone. It is the most common way in many hotels.
- By fax. It is fast and the confirmation is made immediately.



—By E-mail and computer terminals. Hotels can link their reservation systems with other hotels, with airline seat reservation systems and with terminals in the offices of important travel agents.

—By letter.

—By personal contact.

Part 2 Conversations

Conversation 1 A Reservation Call

Scene: Mary Karini (M) calls the Grand Hyatt Hotel to make a reservation. The receptionist (R) receives the phone.

R: Good morning, the Grand Hyatt Hotel. May I help you?

M: Good morning. I'd like to book a room for next month, please.

R: When will you be arriving and how many nights will you be staying?

M: Arrival on the 8th September, departure on the 12th.

R: Hold on a second. Let me check for you. Mm, no problem with four nights. Then how many people would be in your party?

M: Just two. Could you please have a room with two queen beds?

R: Wait a moment. Let me have a look for the availability. Yes, a double-queen beds room with 210 U.S. dollars per night. Could you spell your name please?

M: M-a-r-y K-a-r-i-n-i. And how could I guarantee the reservation?

R: Your credit card is needed. Please read out your card number.

M: My credit card number is 6227 1101 1345 2234 654.

R: When does that expire?

M: The expiration date is August 15, 2016.

R: Fine. Mrs. Karini. Your reservation is from 8th to 12th September, one double-queen beds room. And your confirmation number is PH248. Will there be anything else, Mrs. Karini?

M: No, thanks. Everything is fine. Goodbye.

R: Goodbye. See you on the 8th.

Words & Expressions

make a reservation 预订

receptionist *n.* 接待员

arrival *n.* 抵达

departure *n.* 离开

hold on 别挂电话

party *n.* 团体

queen bed 大号床

availability *n.* 可用状况

guarantee *v.* 保证

credit card 信用卡

expire *v.* 过期

expiration *n.* 过期

confirmation *n.* 确认

Notes

1. Grand Hyatt Hotel 君悦大酒店

2. 接受电话预订一般要涉及预订的日期、住宿天数、人数、房型、床铺、姓名、信用卡等问题,最后重复这些问题,以获得口头确认并告知预订号。

3. queen size 美国:1.5m × 2.05m; 英国:1.5m × 2m; 澳大利亚:1.5m × 2.05m; 欧洲:1.6m × 2m

king size 美国:1.95m × 2.05m; 英国:1.85m × 2m; 澳大利亚:1.85m × 2.05m; 欧洲:1.8m × 2m

4. will be doing 描述将来计划一定会发生的事

5. guarantee a reservation 保证预订,表示用定金或有效信用卡方式确保预订的客房

Useful Expressions

1. I'm calling to reserve a triple room (三人间) from tomorrow for 3 nights.

2. What kind of room do you want?

3. Which date would that be?

4. Which kind of room do you prefer?

5. May I have your name, please?

Conversation 2 Requirements of the Room

Scene: John White (J) wants to reserve a room, and talks with the receptionist (R) about the requirements of the room.

R: Good morning. Rose Garden Hotel. May I help you?

J: Good morning. Have you got any vacancies for the nights of October 12th and 13th? I'd like to make a reservation for two nights.

R: All right. Single or double room?

J: Double room, please.

R: Yes. We have a double room available.

J: Is that with a king-sized bed?

R: Yes, it's a room with a king-sized bed, sir.

J: That sounds fine. Is there any access to the Internet?



R: Yes, of course.

J: How much will it cost for one night?

R: Let me see. A double room is \$1300 per night.

J: Does that include breakfast?

R: Yes. That includes a continental breakfast and a morning newspaper.

J: Do you accept Visa Card?

R: Yes, we do. What time will you be arriving?

J: I should be there around 5:30 p. m. on the 12th.

R: OK, sir. Could I take your name and telephone number, please?

J: Yes. It's John White and my telephone number is 15464680934.

R: Could you spell that, please?

J: J-o-h-n W-h-i-t-e.

R: John White, a double room with bath and Internet access for the nights of October 12th and 13th.

J: That's right. Thank you.

R: Thank you for your reservation, sir. Goodbye.

Words & Expressions

single room 单人间

access *n.* 入口, 通道

double room 双人间

continental *adj.* 大陆的

available *adj.* 可得到的, 可利用的

Notes

1. Rose Garden Hotel 玫瑰花园酒店

2. Have you got any vacancies for the nights of October 12th and 13th?

10月12日和13日这两天有空房间吗?

3. We have a double room available.

我们有一个双人间可以预订。

4. That includes a continental breakfast and a morning newspaper.

包括一份欧洲大陆式早餐和一份晨报。

continental breakfast 欧洲大陆式早餐, 以咖啡和面包卷等为主

Useful Expressions

1. Would you like a room with a bath or a shower?

2. Do you want a single room or a double room?

3. I'd like a twin room facing the garden.
4. I'd like a room on the sunny side, please.
5. By the way, I want to have a corner room with windows facing south.

Conversation 3 Suggesting Alternative Accommodation

Scene: Mr. Johnson (J) calls the Pine Hotel for reservation. But the hotel is fully booked for the large meeting. Then the receptionist (R) suggests an alternative accommodation.

J: Good morning. I am calling to reserve a room of July 16th for one night.

R: Good morning. Reservations of Pine Hotel. Hold on please. I'm sorry, but we have no vacancies on that day.

J: How about July 17th or 15th?

R: I'm really sorry. None on either day because of the large meeting held in our hotel.

J: That's all right. But is there any other way to solve the problem?

R: Would you like me to put your name on the waiting list for a room?

J: Hmm. No, thanks.

R: Then how about calling another hotel—Hill Inn nearby?

J: That's a good idea.

R: Please call 46333256 and ask for Miss Green. She will help you.

J: Thank you. But is that room rate the same as yours?

R: Almost. Theirs are a bit smaller than ours.

J: That's acceptable. Thank you for your help.

R: My pleasure. Enjoy your stay. Bye-bye.

Words & Expressions

alternative *adj.* 别的, 另外的

accommodation *n.* 住宿

vacancy *n.* 空余房间

waiting list 等候名单

ask for 寻找

room rate 房价

acceptable *adj.* 可接受的

Notes

1. I'm calling to... 是电话中的常用句型, 表示打电话的目的。

2. waiting list 等候名单。当客房预订满额后, 饭店再接到客人预订, 通常要把他们列入等候名单, 因为已经预订的客人可能不来, 或者改变预订时间、客房数量等。



Useful Expressions

1. I'm sorry, but we are all booked for next week.
2. I'm afraid we have no double rooms available.
3. We are fully booked for all types of rooms on that night.
4. We don't have any single room available.
5. Can you book me into another hotel in the area?

Conversation 4 Changing a Reservation

Scene: Mr. Miller (M) is making a telephone call to change the dates of his former reservation of a hotel room. The receptionist (R) receives the phone.

R: Hello, Reservation Desk, can I help you?

M: Yes, I have a reservation from May 12th to May 15th for a double room with bath and balcony.

R: And your name please, sir?

M: Mike Miller.

R: Could you spell that for me, please?

M: Yes, that's M-i-k-e, Mike, and M-i-l-l-e-r, Miller. I would like to change the dates, if possible, from May 14th to May 17th.

R: Hold the line a moment and I'll just check, Mr. Miller, but I think that's possible. . . . Did you say from the 14th to the 17th of May?

M: Yes, that's right.

R: I'm just checking. . . from the 14th to the 17th. . . . Yes, that's fine, Mr. Miller, a double room with bath and balcony for three nights, from the 14th to the 17th.

M: Thank you, so that's fixed up then?

R: Yes, it's done, Mr. Miller. We look forward to welcoming you on the 14th.

M: Thank you. Goodbye.

R: Goodbye.

Words & Expressions

former *adj.* 以前的, 从前的

Reception Desk (旅馆、酒店等) 前台, 接待处

balcony *n.* 阳台

fix up 安排, 确定

Notes

1. I have a reservation from May 12th to May 15th for a double room with bath and balcony.

我预订了一间带阳台和浴室的双人间,日期是从5月12日到15日。

2. Hold the line a moment.

请不要挂机。

3. look forward to “to” 为介词,后面加名词结构

Ex: I look forward to hearing from you in the near future.

Useful Expressions

1. Is it possible for me to change my reservation date?

2. Would you mind a double room instead?

3. I'd like to change my reservation for March 20th.

4. We'll change the reservation for you.

5. We hope we'll have another opportunity of serving you.

Conversation 5 Canceling a Reservation

Scene: Mr. Segel(S) is making a call to cancel his former reservation of a hotel room. The receptionist (R) receives the phone.

R: Hello, Room Reservations, may I help you?

S: I'd like to cancel my reservation.

R: May I have your name, sir?

S: Tom Segel.

R: How do you spell your last name, please?

S: It's S-e-g-e-l.

R: What is the reservation date?

S: From July 27th for 2 nights.

R: Thank you. I will cancel your reservation from July 27th for 2 nights. We look forward to another chance to serve you.

S: Thank you.

R: You're welcome.

Words & Expressions

cancel v. 取消

serve v. 为...服务



Notes

We look forward to another chance to serve you.
我们期待下次有机会为您服务。

Useful Expressions

1. I'd like to cancel my reservation and make a new reservation.
2. Something unexpected happened, so I have to postpone (推迟) my departure (起程).
3. Well, Miss. I'll cancel it then.
4. I'm afraid I have to cancel the reservation.
5. That can be arranged (安排).

Part 3 Tasks

Role Play

Discuss the following situations with your partner and make dialogues accordingly.

Situation A: Imagine that you will go on business to New York next Monday and you need to send an E-mail to book a single room in advance in the hotel. Please write the E-mail and your partner as a hotel reservationist will reply to you.

Situation B: Anna is a tourist guide. She will receive a touring party from Canada and make a group reservation for the travelers tomorrow. Make a dialogue to make the reservation.

Situation C: John has booked a room in Mega Hotel in advance, but now he needs to cancel the reservation. Therefore, he plans to make a telephone call to the hotel. Make a dialogue between John and the receptionist.

Part 4 Extensive Reading

Advance Reservations

The advance reservationist shoulders several job responsibilities, which include answering questions concerning reservations, booking and assigning rooms for guests who ask for rooms in the hotel. It also includes taking reservations, cancellations and revisions, and writing and sending E-mails for confirmation of reservation.

There are different ways of making advance reservations. Some people send E-mails to the

hotel on the Internet to make reservations; some make telephone calls to book their rooms; and some still go to the hotel directly to make face-to-face reservations.

Nowadays, with the increasing popularity of the Internet, E-mail reservation has become more and more common. Message can be sent and received from one corner of the world to another in just one or two seconds. And the hotel can also confirm a guest's booking immediately with a reply E-mail, which will save much time and paperwork.

The first thing a reservationist should do after receiving a reservation request is to check whether the hotel has any vacancies or not during the particular period. If the hotel is able to accept the booking, the reservationist will fill out a reservation form and put the reservation information into the computer.

Vocabulary

advance *adj.* 事先的, 预先的

responsibility *n.* 责任, 职责

include *v.* 包括, 包含

concerning *prep.* 关于

book *v.* 登记, 预订

assign *v.* 分配, 指派

cancellation *n.* 取消

revision *n.* 修订, 修正

confirmation *n.* 确认, 证实

way *n.* 方式, 途径

directly *adv.* 直接地, 立即

send *v.* 寄, 送

receive *v.* 收到, 接收

confirm *v.* 确定, 批准

immediately *adv.* 立即, 马上

reply *n.* 答复, 回答

paperwork *n.* 文书工作, 文件

request *n.* 请求, 要求

check *v.* 检查, 核实

whether *conj.* 是否

particular *adj.* 特定的, 特殊的

accept *v.* 接受, 认可

information *n.* 信息, 通知

Notes

1. The advance reservationist shoulders several job responsibilities, which include answering questions concerning reservations, booking and assigning rooms for guests who ask for rooms in the hotel.

预订人员有好几项工作职责, 其中包括为需要预订房间的顾客解答问题、登记和分配房间。

2. It also includes taking reservations, cancellations and revisions, and writing and sending E-mails for confirmation of reservation.

(工作职责) 还包括办理、取消、修改预订, 以及撰写和发送电子邮件确认预订信息。

3. There are different ways of making advance reservations.

办理预订有多种不同的方法。

4. face-to-face reservations 面对面预订房间

5. And the hotel can also confirm a guest's booking immediately with a reply E-mail.

酒店也可以通过回复邮件对顾客的预订进行确认。

6. The first thing a reservationist should do after receiving a reservation request is to check whether the hotel has any vacancies or not during the particular period.

预订人员接到预订请求后要做的第一件事就是确认酒店在该期间是否有空房。

7. If the hotel is able to accept the booking, the reservationist will fill out a reservation form and put the reservation information into the computer.

如果酒店能够接受预订,则预订人员需要填写一个预订表,并将预订信息输入计算机。

Part 5 Appendix

1. 客房预订的常见形式

(1) 临时性预订 (simple reservation) 是指客人在即将抵达或在抵店的当天进行的预订。酒店有权在下午 6 点前取消。

(2) 确认性预订 (confirmed reservation) 是指酒店应为预订者保留客房至某一时间,但如果客人到了截止时间 (cut-off time) 仍未抵店,又未通知酒店有关推迟抵店情况的,酒店可将其预订的客房另租给其他客人。

(3) 保证性预订 (guaranteed reservation)。以上两种方式都属于非保证性预订 (unguaranteed reservation)。如果客人要确保酒店保留其预订的房间,就应采用保证性预订,通过使用信用卡、预付订金、订立合同等方法,来确保酒店应有的收入;而酒店则必须保证为其提供所需的客房,除非接到了预订者取消订房的通知,否则即使客人未抵店,也应保留客房至次日退房结账时限为止。

2. 订房确认书样板

订房确认书

Reservation Confirmation Form

致:

由:

To: _____

From: _____

传真号码:

Fax No. : _____

亲爱的宾客:

感谢您预订 × × 酒店客房。我们对您的订房做以下确认,如有任何疑问或如需做任何更改,请与我们联系。

Dear Guest(s),

Thank you for your reservation at × × Hotel. If you have any questions or changes about your reservation, please contact us as soon as possible.