



复旦卓越 · 育兴系列教材

YUXING SERIES

# 酒店应用英语

景韵 主编

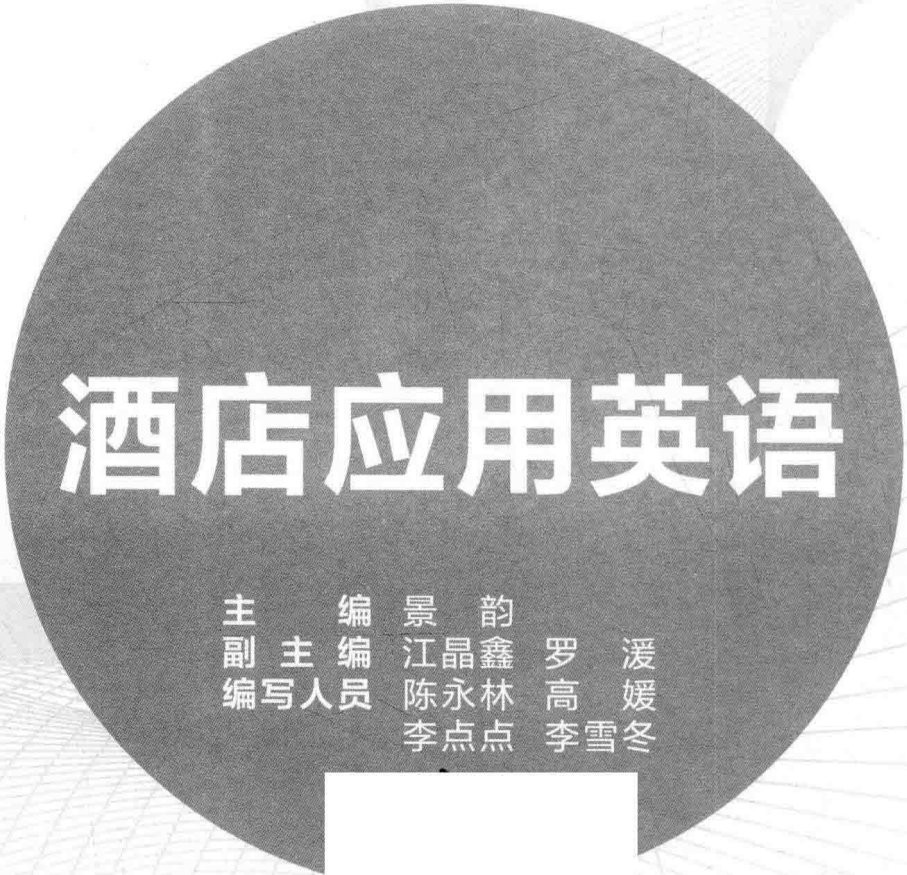
he Applied English for Hotel Service



复旦大学出版社

复旦卓越·育兴系列教材  
YUXING SERIES

11/11  
213

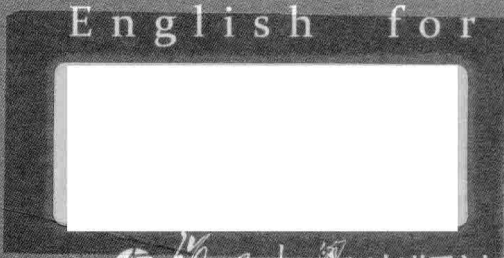


# 酒店应用英语

主 编	景 韵
副 主 编	江 晶 鑫
编写人员	陈 永 林
	李 点 点
	罗 高 媛
	李 雪 冬



Applied English for Hotel Service



复旦大学出版社

图书在版编目(CIP)数据

酒店应用英语/景韵主编. —上海:复旦大学出版社, 2015. 9

(复旦卓越·育兴系列教材)

ISBN 978-7-309-11777-6

I. 酒… II. 景… III. 饭店-英语-高等学校-教材 IV. H31

中国版本图书馆 CIP 数据核字(2015)第 217213 号

酒店应用英语

景韵 主编

责任编辑/宋朝阳 王雅楠

复旦大学出版社有限公司出版发行

上海市国权路 579 号 邮编:200433

网址: [fupnet@fudanpress.com](mailto:fupnet@fudanpress.com) <http://www.fudanpress.com>

门市零售:86-21-65642857 团体订购:86-21-65118853

外埠邮购:86-21-65109143

杭州钱江彩色印务有限公司

开本 787 × 1092 1/16 印张 18.75 字数 390 千

2015 年 9 月第 1 版第 1 次印刷

ISBN 978-7-309-11777-6/H · 2546

定价: 40.00 元

---

如有印装质量问题, 请向复旦大学出版社有限公司发行部调换。

版权所有 侵权必究

# 前言

进入21世纪,随着经济高速发展,中国与世界各国的经济文化交流和人员往来日益增多。据国家旅游局公布的数据显示,2014年以来中国的外国游客高达2 636万人次。中国旅游业以及紧密关联的酒店行业呈现生机勃勃的发展势头,也正成为促进国民经济持续快速增长的一大引擎。但同时也应看到,我国酒店从业人员的素质与国际化水平相比仍有较大差距。特别是涉外旅游及酒店服务方面,从业人员的英语素质远远跟不上时代发展需要。因而,在涉外的旅游酒店业,培养一大批能够熟练掌握英语的服务人员和管理人员就显得尤为迫切。顺应中国旅游酒店行业的发展趋势,根据其从业人员的目标和要求,并充分考虑我国高职高专旅游酒店管理专业学生的特点,我们编写了这本突出实践操作应用的英语教材。本书共有5个专题27个单元。

专题一包括问候、介绍、道歉、问路和致谢5个模拟单元。通过模拟酒店从业人员在涉外酒店岗位中的英语交际用语,着力消除人际交流中的语言障碍,给外国客人以宾至如归的感觉。

专题二包括酒店预订、接待、礼宾服务、总机服务、问讯和投诉6个模拟单元。模拟酒店前厅部的工作情景,为客人提供顺畅的服务,使其对酒店整体留下美好印象。

专题三包括客房清理、洗衣服务、客房送餐服务、失物招领、赔偿与维修5个模拟单元。模拟酒店客房部的工作情景,为客人提供温馨的服务,提高其对酒店的满意度。

专题四包括订餐、接待、点餐与菜品推荐、自助餐与咖啡吧、酒水服务、处理投诉6个模拟单元。模拟酒店餐饮部的工作情景,为客人提供细致周到服务,以

此维护与客人的良好关系。

专题五包括康乐中心、商务中心、购物、美容沙龙、酒店管家5个模拟单元。模拟酒店其他部门的工作情景,为客人提供个性化服务,以此提高酒店的美誉度。

该书的特点如下:一是基础性。单元对话部分提供了对话练习所需的Key Sentences,它们是学习者的脚手架。二是实践性。单元情景对话和模拟对话力图举一反三,充分体现高职高专课程教学的原则,即实践性和过程性。三是针对性。单元对话的情景和酒店从业人员实际岗位密切相关。四是时代性,根据行业的发展趋势,力求教材内容与时俱进,单元内容涉及涉外酒店中的酒店管家等内容。

本教材由景韵(重庆工商职业学院)、江晶鑫(重庆工商职业学院)、罗媛(重庆工商职业学院)、陈永林(云南德宏州芒市第一中学)、高媛(重庆工商职业学院)、李点点(重庆工商职业学院)、李雪冬(重庆工程学院)编写。其中,陈永林编写专题一和专题二的第3、第4单元,高媛编写专题二的第1、第2、第5和第6单元,李点点编写专题三,李雪冬编写专题四和专题五的第5单元,江晶鑫编写专题五的第1~4单元。此外,全书由景韵、罗媛统稿,由景韵定稿。

在本教材编写过程中,我们参阅了大量的酒店文献和相关书籍,得到了有关酒店及相关单位和同行的支持,在此一并表示衷心的感谢!

由于我们的知识和水平有限,编写时间仓促,难免有疏漏之处,恳请广大读者和专家不吝指正。

# Contents

<b>Workshop One</b>	<b>Courtesies</b>	<b>/1</b>
Training Scheme 1	Greetings	/3
Part I	Language Notes	/3
Part II	Workshops	/3
Part III	Activities	/5
Part IV	Consolidation	/5
Part V	Extended Reading	/6
Training Scheme 2	Introductions	/7
Part I	Language Notes	/7
Part II	Workshops	/8
Part III	Activities	/9
Part IV	Consolidation	/10
Part V	Extended Reading	/10
Training Scheme 3	Apologies	/12
Part I	Language Notes	/12
Part II	Workshops	/12
Part III	Activities	/13
Part IV	Consolidation	/14
Part V	Extended Reading	/15
Training Scheme 4	Asking the Way	/16
Part I	Language Notes	/16
Part II	Workshops	/17
Part III	Activities	/18
Part IV	Consolidation	/19
Part V	Extended Reading	/21
Training Scheme 5	Thanks and Responses	/22
Part I	Language Notes	/22
Part II	Workshops	/23
Part III	Activities	/24
Part IV	Consolidation	/25
Part V	Extended Reading	/25

**Workshop Two English for Front Office /27**

**Training Scheme 1 Room Reservation /29**

Part I Language Notes /29

Part II Workshops /30

Part III Activities /32

Part IV Consolidation /33

Part V Virtue Life /34

Part VI Extended Reading /35

**Training Scheme 2 Reception /36**

Part I Language Notes /36

Part II Workshops /37

Part III Activities /39

Part IV Consolidation /39

Part V Virtue Life /41

Part VI Extended Reading /42

**Training Scheme 3 Bellman Service /42**

Part I Language Notes /42

Part II Workshops /43

Part III Activities /45

Part IV Consolidation /45

Part V Virtue Life /47

Part VI Extended Reading /48

**Training Scheme 4 Telephone Operator /49**

Part I Language Notes /49

Part II Workshops /50

Part III Activities /52

Part IV Consolidation /52

Part V Virtue Life /54

Part VI Extended Reading /54

**Training Scheme 5 Information /55**

Part I Language Notes /55

Part II Workshops /56

Part III Activities /58

Part IV Consolidation /59

Part V Virtue Life /61

Part VI Extended Reading /61

**Training Scheme 6 Complaints /63**

Part I Language Notes /63

Part II Workshops /63

Part III Activities /65

Part IV Consolidation /66

Part V Virtue Life /68

Part VI Extended Reading /69

**Workshop Three English for Housekeeping Department /71**

**Training Scheme 1 Room Cleaning /73**

Part I Language Notes /73

Part II Workshops /73

Part III Activities /75

Part IV Consolidation /76

Part V Virtue Life /77

Part VI Extended Reading /78

**Training Scheme 2 Laundry and Valet Service /80**

Part I Language Notes /80

Part II Workshops /81

Part III Activities /84

Part IV Consolidation /84

Part V Virtue Life /86

Part VI Extended Reading /87

**Training Scheme 3 Room Service /90**

Part I Language Notes /90

Part II Workshops /91

Part III Activities /94

Part IV Consolidation /94

Part V Virtue Life /96

Part VI Extended Reading /97

**Training Scheme 4 Lost and Found /98**

Part I Language Notes /98

Part II Workshops /99

Part III Activities /101

Part IV Consolidation /102

Part V Virtue Life /104

Part VI Extended Reading /105

**Training Scheme 5 Compensation and Maintenance /105**

Part I Language Notes /105

Part II Workshops /106

Part III Activities /108

Part IV Consolidation /108

Part V Virtue Life /110

Part VI Extended Reading /111

**Workshop Four English for Food and Beverage Department /113**

**Training Scheme 1 Table Reservation /115**

Part I Language Notes /115

Part II Workshops /115

Part III Activities /117

Part IV Consolidation /118

Part V Virtue Life /120

Part VI Extended Reading /121

**Training Scheme 2 Receiving Diners /122**

Part I Language Notes /122

Part II Workshops /123

Part III Activities /125

Part IV Consolidation /125

Part V Virtue Life /127

Part VI Extended Reading /128

**Training Scheme 3 Taking Orders and Making Recommendations /129**

Part I Language Notes /129

Part II Workshops /130

Part III Activities /132

Part IV Consolidation /133

Part V Virtue Life /135

Part VI Extended Reading /136

**Training Scheme 4 Buffet and Coffee Shop /137**

Part I Language Notes /137

Part II Workshops /137

Part III Activities /139

Part IV Consolidation /140

Part V Virtue Life /142

Part VI Extended Reading /143

**Training Scheme 5 Beverage Service /144**

Part I Language Notes /144

Part II Workshops /144

Part III Activities /146

Part IV Consolidation /147

Part V Virtue Life /149

Part VI Extended Reading /150

**Training Scheme 6 Settling the Complaints /151**

Part I Language Notes /151

Part II Workshops /152

Part III Activities /154

Part IV Consolidation /155

Part V Virtue Life /156

Part VI Extended Reading /157

**Workshop Five English for Other Departments /161**

**Training Scheme 1 Health Club /163**

Part I Language Notes /163

Part II Workshops /163

Part III Activities /165

Part IV Consolidation /166

Part V Extended Reading /168

**Training Scheme 2 Business Center /169**

Part I Language Notes /169

Part II Workshops /170

Part III Activities /172

Part IV Consolidation /173

Part V Extended Reading /175

**Training Scheme 3 Shopping /176**

Part I Language Notes /176

Part II Workshops /176

Part III Activities /178

Part IV Consolidation /179

Part V Extended Reading /181

Training Scheme 4 Beauty Parlor /182

Part I Language Notes /182

Part II Workshops /182

Part III Activities /184

Part IV Consolidation /185

Part V Extended Reading /187

Training Scheme 5 Butler Service /188

Part I Language Notes /188

Part II Workshops /189

Part III Activities /191

Part IV Consolidation /193

Part V Extended Reading /195

Appendix 1 Suggested Answers for the Practices /201

Appendix 2 /284

Appendix 3 /286

References /289

# Workshop One

## Courtesies





Training Scheme 1

Greetings

Part I

Language Notes

1. Vocabulary

reservation 预订      identify 识别      definitely 肯定地      satisfaction 满意

2. Sentence Patterns

Welcome here. I wish you a most pleasant stay in our hotel.	欢迎来到这里, 希望您在我们酒店住得愉快。
Have a good weekend.	周末愉快。
Have a safe trip.	一路平安。
Hope to see you again.	希望再见到您。
Thank you for coming.	感谢光临。
Look forward to seeing you again.	盼望再见到您。

Part II

Workshops

Scene 1 Talking to the Checking-out Guest

Directions: Mr. Smith is checking out. Harry, a clerk in the hotel, is serving him.

Scene 1 Talking to the Checking-out Guest

A = Harry, Clerk    B = Mr. Smith, Guest

Sample Dialogue

A: Good morning, Mr. Smith. How are you today?  
B: Good morning, Harry. I'm fine, thanks, and you?  
A: I'm fine too. Are you checking out today?  
B: Yes, I think so.  
A: Did you enjoy your stay here?  
B: Yes, I did.  
A: I hope our service is to your satisfaction.

B: Sure. I'm very pleased with everything here.  
A: Thank you. I wish you a nice trip home and look forward to seeing you again.  
B: Thank you. I'll definitely come to the Sheraton next time I'm in Tianjin.

Task 1

Ms. Donald is in the office. Mr. Chen, one of her colleagues, is coming towards her.

Ms. Donald	Mr. Chen
下午好。	下午好。
今天工作很顺利吧？	一般，您呢？
我还好。	

Scene 2 Arriving at a Restaurant

Directions: Mr. Brown invites a few friends to dinner in a restaurant. A waitress is serving them.

Sample 2 Arriving at a Restaurant

H = Hostess G = Guest W = Waitress

Sample Dialogue

H: How are you doing? How many in your group today?  
G: Fine, thank you. There are five of us. The rest will be arriving shortly.  
H: Smoking or non-smoking?  
G: Non-smoking is fine. Thank you.  
H: Right this way, please.  
W: Something to drink first?  
G: Just water, please.  
W: Would you like to see a menu first or wait for your friends?  
G: I'll wait. But please bring me some bread. Maybe I would like an appetizer before they get here. Please bring me the menu and let me have a look.  
W: Certainly, sir. If you need anything else, please let me know, and I'll be happy to get it for you right away.

Task 2

May, a walk-in guest, is going towards Joe, who is a clerk at the front desk.

Joe	May
问候。	问候。
咨询住宿情况。	认为这个新酒店很现代化,十分满意。
感谢。	

Part III    Activities

Activity One

**Title:** Reconfirm the Reservation

**Scene:** Mr. Green is traveling in Canada and he has come to the hotel in which he has booked his room on the Internet before. Now he is checking in.

**Procedures:**

1. Greeting            2. Reconfirming            3. Checking in            4. Thanks

**Key Sentences:**

- 1. Welcome to ... 欢迎来到……
- 2. What can I do for you? 能帮您忙吗?
- 3. May I have your name, please? 能告诉我您的名字吗?
- 4. Would you please fill in the registration form? 请您填一下这张登记表好吗?
- 5. I wish you a most pleasant stay in our hotel. 希望您在我们酒店住得愉快。

Activity Two

**Title:** Welcome the Guest into the Restaurant

**Scene:** Suppose you are the host/hostess of the restaurant. Here you are greeting a guest.

**Procedures:**

1. Greeting            2. Asking the reservation            3. Seating            4. Thanks

**Key Sentences:**

- 1. Do you have a reservation? 您有预订座位吗?
- 2. A reservation for two under Clark. 以克拉克名字预订的两个座位。
- 3. Right this way, please. 这边请。

Part IV    Consolidation

1. Discussions.

If you are an employee of a hotel, what will you say when you meet a guest in the morning or in the evening? And what will you say to a guest who stays at the hotel for the first time?

## 2. Translate the following sentences into English.

- (1) 下午好,先生!有什么可以帮您的吗?
- (2) 我想要一间单人间。
- (3) 请稍等,这是您的房间。
- (4) 晚上好,很高兴见到您。
- (5) 周末愉快。
- (6) 祝您一路平安。

## 3. Complete the sentences based on what you have learned.

### Conversation 1

A: Good morning, Mr. Smith. 早上好,史密斯先生。

B: Good morning. 早上好。

A: (1) \_\_\_\_\_? 今天早上过得怎么样?

B: (2) \_\_\_\_\_? 我很好,您呢?

A: I'm very well, too. Thank you. 我也很好。谢谢。

### Conversation 2

A: How are you doing? (1) \_\_\_\_\_? 您好。你们今天一共多少人?

B: Fine, thank you. There are five of us. 好的,谢谢。我们一共5个人。

A: Smoking or non-smoking room? 吸烟房间还是非吸烟房间?

B: Non-smoking is fine. Thank you. 非吸烟房间。谢谢。

A: Right this way, please. 好的,这边请。

B: (2) \_\_\_\_\_? 要先来点喝的吗?

A: Just water, please. 请给我水。

B: (3) \_\_\_\_\_? 您要先看一下菜单还是等您的朋友?

A: I'll wait. (4) \_\_\_\_\_. Maybe I would like an appetizer before they get here.

(5) \_\_\_\_\_. 等一下,但是可以先给我一些面包。也许在他们来到这里前我先来些开胃菜。请拿菜单给我看一下。

B: Certainly, sir. (6) \_\_\_\_\_. 好的。如果您有什么需要的,请告知我。

## Part V Extended Reading

### A Question of Culture: Greeting People in Different Countries

Our planet is divided into many different countries which have many different races of people,