# 酒店英语实训指南

主编 · 杨六兰

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# 前　言

当前,旅游业迅猛发展,国际酒店竞争激烈,是否具有较高酒店英语水平逐渐成为星级酒店挑选员工的重要条件。酒店选用人才的衡量标准变得更为多元化,酒店业对具备旅游专业知识和综合英语应用能力的复合应用型人才的需求与日俱增。本书是在近年来酒店涉外经营、管理理论和实践的基础上,结合我国现阶段应用型高等教育和 21 世纪英语专业人才培养模式向宽口径、应用型、复合型方向转变的要求编写而成的,本书可作为应用型大学本科教育的教材,也可作为宾馆、酒店从业人员的参考用书或培训教材。

本书是依托杨静怡主编的新职业英语《酒店英语》教材而编写的实训指南。本书以"工学结合、能力为本"的教育理念为指导,旨在培养学生的语言表达能力,强化学生在未来工作过程中所需要的语言技能和实际操作能力,将语言学习与职业技能培养有机融合,确保教学内容与实训过程真正体现职业性与应用型,提高学生的英语交际能力与综合职业素质,从而提高学生的就业能力。本书分为六个部分,二十个实训项目,每个实训项目涵盖一个典型工作任务。这二十个实训项目组成了酒店行业中主要岗位最基本的工作流程,每个实训项目均含有服务场景(包括服务技巧和文化知识)、学习导入、行业套话(包括服务词汇)、实用对话、阅读材料、应用文写作和模拟练习等板块。本书在编写中力争突出以下特点:

(1)突出应用型本科专业英语的实践性和应用型。本书体现了服务攀西地方区域经济建设、产教融合校企合作的理念,以打造知名凉山,提高旅游服务质量,促进凉山的旅游、文化、经济发展为目的,为西昌酒店行业一线岗位培养应用型、技术型专业人才。

(2)以通过职业技能"全国导游资格考试"为目标,为学生考取导游资格证、国际商务英语等级证创造条件。

(3)以五星级酒店西昌邛海柏栎度假酒店、华源国际旅行社等作为实训基地,将理论与实践相结合,为学生提供实训平台。

(4)信息内容涉及广泛,突出少数民族地区特色。在实训项目的选材上,选取酒店行业中主要岗位较典型的工作流程等方面的素材,同时在单元口语训练、服务词汇、专用术语等素材的选材方面充分考虑校本特色和凉山的诸多因素,配有凉山彝族传统文化、风景名胜、特产等旅游资源相关专用术语服务词汇,供从业者参照和借鉴。

本书由西昌学院外国语学院杨六兰担任主编,周绍斌、胡竹担任副主编,胡靓、罗伦全及西昌邛海柏栎度假酒店人事部经理谢凤等担任参编。具体分工如下:杨六兰编

写前言、Part Ⅰ、Part Ⅱ,周绍斌编写 Part Ⅲ,胡竹编写 Part Ⅳ,胡靓编写 Part Ⅴ、附录一,罗伦全编写 Part Ⅵ,谢凤编写附录二。

本书在编写过程中,参考了有关饭店管理、酒店英语的教材、专著等文献,在此向相关作者表示诚挚的谢意。由于编者学术水平和实践经验有限,加之编写时间仓促,书中难免有不妥、错误、疏漏之处,恳请各位读者批评指正。

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编 者

2016 年 10 月

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# Part I

## The Front Office
前厅部

# 【实训项目一】 Room Reservation 预订房间

## 【Unit Objectives and Importance 单元实训目标和意义】

通过本实训,学生应掌握本单元所涉及的主要职业技能目标。

After studying this unit, you should be able to:

◆ Name different room categories 能说出不同的房间类型

◆ Make reservation for group guests 能做团体预订

◆ Make reservation for FIT guests 能做散客预订

◆ Revise and cancel reservation 能改变预订和取消预订

◆ Make and maintain reservation records 能做预订记录维护

◆ Master professional routines and language skills 掌握行业套话和语言技能

◆ Master the following words and expressions for service 能熟练运用服务词汇

Restaurants Name 酒店名称/Star Hotels in Xichang 西昌主要星级酒店/Time-favored Restaurants in Xichang 西昌老字号传统酒家/Locations of Restaurants 酒店位置/House Categories 住房类型/Room Categories 房间类型/Room Structures 房间结构

◆ Do practical writing 能进行应用文写作(Fill out hotel reservation form 填写酒店预订表)。

## 【Working Process and Language Skills 工作流程和语言技能】

| Unit 1 | Working Process and Language Skills 工作流程和语言技能 | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| Reservation 预订房间 | Hotel Rooms | → | Hotel Reservation System | → | Reservation Service | → | Reservation Record | |
| | ↓ | | ↓ | | ↓ | | ↓ | |
| | Warming-up | | Reading | | Training by Professional Routines & Useful Dialogues | | Writing | |
| | Room Categories | | Central Reservation System | | Group Reservation, FIT Reservation, and Reservation Revision and Cancellation | | Fill out Reservation Form | |

单元实训要点说明：

本单元实训围绕预订房间的服务流程、工作情景和表格文档,介绍了预订房间这一服务环节。

（1）客房类型:在预订服务中,预订员需要确定客人想要预订的房间类型。

（2）酒店预订系统:预订员通过操作中央预订系统,为客人预订房间并维护客人的预订信息。

（3）预订服务:根据客人的不同要求,预订员为客人进行团体预订、散客预订、预订修改和预订取消服务。

（4）预订记录:在为完成客人房间预订之后,预订员需要整理预订记录,填写预订登记表。

## 【Service Situation 服务场景】

1. 电话预订。

（1）电话必须在铃响三声内接起,并问候客人,报"预订部"。

（2）仔细聆听客人的预订要求:① 将客人的抵离店时间与电脑对照。② 完整记录客人的预订要求。③ 记录订房人的姓名、单位、联系电话。

（3）付款方式:① 询问客人的付款方式,并注明于预订单上。② 用信用卡结账的客人,要留下其信用卡号码,以担保预订。③ 若不是合同单位的预订,均应于订房时交付预订金,否则房间只保留到入住当天下午六点。

（4）抵店时间:① 询问抵达航班或到店时间。② 向客人说明,无明确抵达时间及无保证金的预订,酒店只能保留房间到入住当天下午六点。

（5）询问特殊要求:① 询问是否需要接机服务。② 对有特殊要求者,详细记录。

（6）复述预订内容:① 日期、航班、抵店时间。② 房间种类、房价。③ 客人姓名(英文拼写)。④ 付款方式。⑤ 特殊要求。⑥ 订房人情况。

（7）向客人致谢,完成预订。

2. 传真预订。

（1）接收传真预订,仔细阅读其内容,并查询如下信息:① 在电脑中查询房间是否还有空余。② 查客人有无住店历史,是否有合同价。

（2）回复:① 当日回复接到的传真预订。② 急件立即回复。③ 使用标准格式和通用的缩写方式。

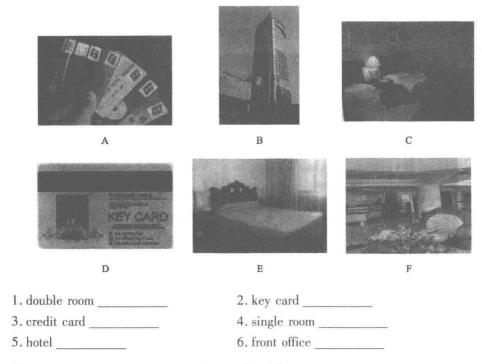（3）记录存档:将传真来电与回电附在一起,写好预订单,按抵店日期归档。

（4）如房间已订满,应积极主动帮客人联系其他酒店,尤其是常客。

## 【The Procedure of Reservation 预订服务步骤】

1. Greet the guest.

2. Ask for the date and room type the guest wants.

3. Check room availability.

4. Ask for the guest's name, telephone and fax number, address, etc..

5. Confirm the reservation details with the guest.

6. Ask for any special requests.

7. Say goodbye.

## 【Warming-up 学习导入】

Match the word or words with the related picture.



A      B      C

D      E      F

1. double room _____   2. key card _____

3. credit card _____    4. single room _____

5. hotel _____      6. front office _____

## 【Professional Routines 行业套话】

1. Good afternoon! Oriental Hotel Reservation. What can I do for you?

下午好,东方宾馆预订处。您有什么需要?

2. Are you with a company?

有人与您同行吗?

3. How many guests will there be in your party?

你们一行有多少人?

4. How long will you be staying?

您准备住多久?

5. For what dates?

请问什么时间入住?

6. What kind of room would you prefer, a single room or a double room?

您需要什么样的房间？单人房还是双人房？

7. May I know your name and address?

请问您的姓名和地址？

8. What about your telephone number?

请问您的电话号码是多少？

9. We don't have a single room available. Would you mind a double room instead?

我们现在没有单人房。双人房怎么样？

10. I'm afraid we won't be able to guarantee you a single room after the 18th, for this is the busiest season. However, we can get you on a waiting list or find a single room in another hotel for you.

很抱歉,在 18 号以后我们很难向您保证还有单人房间,因为现在是高峰季节。不过,我们可以先帮您登记或者在别的宾馆为您找一间单人房。

11. I'm sorry, but we are fully booked for all rooms on that date. Would you like to call us later again this week? We may have a cancellation.

很抱歉,在您所要的日期,我们所有的房间已经全部预订了。您可以在本周晚些时候给我们电话吗？因为到时可能会有人取消所预订的房间。

12. What sort of price did you like to pay?

您想要什么价位的房间？

13. For a double room, the price would be $60 one night.

双人房每晚需 60 美元。

14. For $70, we will provide you with a telephone and a mini-bar.

70 美元的房间里面,我们配有一部电话和一个小冰柜。

15. We offer you 15% discount for group reservation.

团体预订可以享受15%的优惠。

16. Could I book a single room with a private bath for this weekend?

能否预订一间这个周末带私人浴室的单人房。

17. I wonder if you have any vacancies for three nights.

不知你们有没有能住三晚的空房间？

18. I'd like to make a reservation for two nights for my family and myself.

我想要给自己和我的家人预订房间,准备住两个晚上。

19. Could you manage 4 doubles and 6 singles for a week that would be.

请安排4间双人房和6间单人房住一个星期。

20. I'd like a room on the sunny side, please.

我想要一间向阳的房间。

## 【Useful Dialogues 实用对话】

1. Accepting Reservation(接受预订).

Dialogue: G = Guest 客人

         C = Clerk 接待员

C: Good morning, madam. This is Room Reservation. May I help you?

早上好,女士! 客房服务。能为您效劳吗?

G: Morning. I'd like to reserve some rooms for a tourist party.

早上好! 我想为一个旅游团订房间。

C: All night. We have various types of rooms. What kind of room would you like?

好的。我们有各种类型的房间,您想订哪种呢?

G: You see, we are tourists whose requests are different, so please tell me more about it, will you?

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?

C: It's my pleasure. We have single rooms, double rooms, suits and deluxe suits, etc.. Well, here is an introduction to our hotel.

我很乐意。我们有单人房、双人房、套房、豪华套房等。这是我们宾馆的介绍。

G: That's great. I'd like to book three single rooms, five double rooms and two suits.

好极了,我想订 3 间单人房,5 间双人房和 2 间套房。

C: All right, madam. For which dates do you want to book the rooms?

好的,女士。您想订哪几天的?

G: From tomorrow till October 28th. That's five days in all.

从明天到 10 月 28 日,总共 5 天。

C: I see. Now please fill out the form while I'm preparing your key cards for you.

我知道了。请您填好这张表,我来给您拿房卡。

G: Here you are. Is everything ok?

表填好了,这样行吗?

C: Just a minute, madam. You should pay a deposit of 800 yuan beforehand.

请稍等一会,女士。您应预付 800 元的订金。

G: No problem. Here you are.

可以,给你。

C: Thank you. Please keep this receipt and check in tomorrow morning.

谢谢。请保留好这张收据,明天上午登记时要用。

G: Thank you. By the way, is there any preferential rate for the party?

谢谢。顺便问一下,旅游团是否有优惠呢?

C: Yes, there is a 15% discount.

有的,有 15% 的优惠。

G: That's wonderful. Thank you very much.

真是棒极了。十分感谢你。

C: You're welcome. I hope all of you will have a good stay here.

不用谢,希望你们在这儿玩得开心。

2. Canceling Reservation(取消预订).

Dialogue:G = Guest 客人

C = Clerk 接待员

C:Room Reservation. What can I do for you?

客房预订处。我可以帮您做什么呢?

G:Yes. I'd like to cancel a reservation, because the travel schedule has been changed.

是这样的。我想取消已经预订的房间,因为旅游计划有所改变。

C:That's OK. Could you tell me in whose name the reservation made?

可以。请告诉我是谁预订房间的?

G:Thomas. T-H-O-M-A-S.

是托马斯,T-H-O-M-A-S。

C:And the date of the reservation?

房间预订的日期呢?

G:From September 16th for 4 nights.

9 月 16 号,4 个晚上。

C:Excuse me, but is the reservation for yourself or for another party?

请问这个预订是为您本人办理还是为别人?

G:It's for my boss.

为我的老板。

C:Well, may I have your name and phone number, please?

那么,请告诉我您的姓名和电话号码。

G:Yes, it's Ellen Green, and my number is 345-6972.

好的,我是艾伦·格林。电话号码是 345- 6972。

C:Thank you, ma'am. I will cancel Mr. Thomas' reservation from September 16th for 4 nights. My name is Wang Ying and we look forward to another chance to serve you.

谢谢您,女士。我将取消托马斯先生 9 月 16 号的 4 个晚上的预订。我是王英,欢迎下次光临。

C:Thank you all the same, Miss Wang.

也谢谢你,王小姐。

G:It's my pleasure. Goodbye.

这是应该的,再见。

## 【Reading 阅读材料】

### Direction:Read the passage, then answer the following questions.

1. Why is reservation very important in the work of front office?

2. How can the Central Reservation System facilitate the reservation work?

### Central Reservation System

Since most people make reservations before their stay, the Reservation Department usually becomes guests' first contact with the hotel. Therefore, reservation performs an important front office function. Efficient and high-quality reservation service helps create higher levels of satisfaction and bring hotel profitability in return.

People can book hotel rooms in a number of ways, by telephone, E-mail, fax, etc.. The introduction of the Central Reservation System (CRS) greatly facilitates the reservation process. The CRS is a computerized system that stores and distributes information on a hotel, resort, or other lodging facility.

The information commonly stored in the CRS includes the room rate, room allotments, room categories, room availability, hotel information (such as address, phone number, fax number, room features, and hotel features), hotel cancellation, deposit and minimum stay information, nearby International Air Transport Association (IATA) cities and airports, on-site or nearby restaurants, bars and attractions.

The CRS links different hotels in a hotel chain with each other. It also links the major airline seat reservation systems and the computer terminals in the offices of important travel agencies. Thus the guest's reservation is very much facilitated. For now the guest can simply go to either a travel agency or an airline office or a hotel and have all his travel arrangements made.

"The Internet is becoming more and more important for hotel bookings. However, I wouldn't say overall it is going to increase our bookings. We have to be aware of it because it's a different method of the way guests can book," the sales manager John from one five-star hotel says, "So, we have to make sure we are offering the right rates, at the right time and in simple English, so that everyone around the world can understand, as now it is not just travel agents accessing the hotel information, it's somebody sitting at home."

## 【Writing 应用文写作】

**Task 1**    The following is a written record of a guest's reservation call. Read this record.

Reservation(R): Room Reservation. May I help you?

Guest(G): Yes. Do you have a double room available from September 21st to 26th?

R: Just a moment, please. I will check the computer for room availability.... Sorry to have kept you waiting. Since it's the peak season now, all our double rooms are booked up on September 21st. Would you mind having a junior suite instead? And from September 22nd, we do have a double room available for you.

G: What's the rate, please?

R: For junior suite, the current rate is 650 yuan per night including breakfast, and for double room, it's 480 yuan.

G: That sounds reasonable. I'll take it.

R: Very good. Could you tell me your name and telephone number, please?

G: Yes, it is Douglas Keeler. (212) 734-1550.

R: Thank you, Mr. Keeler. And what is your address, please?

G: It is 1470 1st Avenue, New York City, USA.

R: Yes, so it is 1470 1st Avenue, New York City, USA.

G: That's right. By the way, I'd like a room with a garden view if that is possible.

R: A garden view room is preferred, okay.

G: Can I pay when I arrive?

R: Yes. We can keep the room for you until 6:00 p. m. on September 21st. If you want to hold the room, we require a 500 yuan credit card deposit. You can cancel up to five days in advance and we will refund your deposit.

G: All right. I'll give you my credit card number. It's 5509-0963-1589-8325, and the expiry date is November, 2015.

R: We also have airport pick-up service if you let us have your flight number and arrival time.

G: Oh, that's great, but I don't need that.

R: OK. We'll mail you a reservation and confirming your booking as soon as possible.

G: Just fax me for it. The fax number is(212) 734-1551.

R: (212) 734-1551. I get it. We look forward to your coming.

**Task 2**   The following is a hotel reservation form. Please fill in the form with the information given in the written record in Task 1.

### Hotel Reservation Form

| Last Name | | First Name | |
|---|---|---|---|
| Number of Adults | | Number of Children | |
| Company | | Passport No. | |
| Address | | | |
| City | | Country | |
| Telephone | | Fax | |
| Special Request | (    ) Non-smoking   (    ) Quiet   (    ) Garden View   Others _____ | | |
| Room Type | Room Rate | Arrival Date | Departure Date |
| Standard Room | ¥480 | | |
| Double Room | ¥480 | | |
| Deluxe Single Room | ¥580 | | |
| Studio/Junior Suite | ¥650 | | |
| Executive Suite | ¥780 | | |

—Rates are inclusive of 15% service charge and one daily breakfast

—100 yuan per person for additional breakfast

—Check-in time：14：00 on day of arrival

—Check-out time：12：00 at noon

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Transportation Service

☐ Tax：from Beijing Airport at 200 yuan per way per car ☐ Do not require

| Arrival Flight No. | | Arrival Time | |
|---|---|---|---|
| Departure Flight No. | | Departure Time | |

Transportation Service arrangements must be on guaranteed basis and a 100% charge will be levied on No Toll display.

Guarantee Method（Please fill in details）

☐ Master Card ☐ American Express ☐ Visa ☐ Diners Club ☐ JCB

| Credit Card No. | | Expiry Date | |
|---|---|---|---|

Name as in Credit Card（For Hotel Use Only）：_____

Confirmation Number：_____

Signature/Date：_____

## 【Simulated Exercises 模拟练习】

1. Complete the following dialogue.

C：Room Reservations. Good afternoon.

G：_____.

C：Very good, sir. A double room for Wednesday, June 12th. With a front view or rear view?

G：What's the price difference?

C：_____.

G：I think I'll take the one with a front view then.

C：_____.

G：We'll be leaving Sunday morning.

C：That will be four nights, sir. Thank you very much, _____.

G：Good. That's all settled then? Goodbye.

C：Goodbye.

2. Put the following into English.

（1）先生,你要什么样的房间?

（2）今晚我可以订一间双人房吗?

（3）我想星期一订一间单人房。

（4）你可以让我订一间房住两星期吗?

（5）请问先生贵姓?

（6）我去查一下那几天是否有空房间。

（7）欢迎来我们宾馆。