

旅游管理系列教材

# 饭店英语

游巧荣 主编



华中师范大学出版社



# 饭店英语

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# “华大博雅”旅游管理系列教材

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# 前 言

改革开放以来,尤其是入世以后,我国旅游业得到了迅猛的发展,已成为前景光明的朝阳产业和第三产业中的支柱产业。我国持续增长的经济、不断增强的综合国力、壮丽而又风格各异的自然景观和积淀深厚的人文景观,以及灿烂辉煌的中华五千年文明的无穷魅力,吸引着越来越多的外国朋友来我国旅游观光。旅游业飞速发展的形势,对旅游业从业人员提出了更高的要求。他们不仅要懂得旅游业务知识,而且要具有较强的英语交际能力。为此,我们组织国内部分高等学校多年来从事旅游英语教学的教师,编写了这本《饭店英语》教材,供高等学校(包括高职院校)旅游专业本专科生和旅游业培训从业人员使用。

旅游行业具有实践性强的特点。有鉴于此,我们在编写本教材时,既注重教材内容的知识性、科学性和系统性,更注意突出教材内容的实用性和可操作性。无论在教材总框架和体例的设计上,还是在课文的内容、对话、补充阅读、练习等的安排上,我们都力求体现这一原则。

根据涉外饭店服务工作的需要,《饭店英语》由前厅、客房、餐饮、康乐、工程维修、安全、人力资源、投诉处理等部分所组成,共10个单元。每个单元包括课文、对话、补充阅读和课后练习。课文除总体上介绍饭店的一般情况外,主要介绍饭店各主要部门基本的服务功能和服务项目;对话注重典型性和实用性,全面呈现饭店各主要部门较常见且有可能发生的情景对话,每个单元包括3组对话;补充阅读部分提供与本单元内容相关的知识性短文,旨在扩大学生的知识面;练习的设计注重多样化,有听写、情景短剧表演、英汉互译等。教材容量和难度适中,可供一学期使用,建议每周4~6学时。

本教材由游巧荣担任主编,李莺莉、李玲担任副主编。游巧荣负责全书框架和体例的设计,编写大纲的拟订,全部书稿的组稿、修改、统稿和定稿工作。具体编写分工如下:第一单元,华中师范大学游巧荣;第二单元,湖北经济学院曾宪梅;第三单元,中南财经政法大学李莺莉;第四单元,武汉航海职业技术学院陶仕娟;第五单元,武汉职业技术学院缪小玲;第六单元,武汉民政职业学院谭锴;第七单元,武汉大学陈志宇;第八单元,湖北大学李玲;第九单元,武汉警官职业学院刘月朗;第十单元,河南科技学院赵霞。

本书完稿后,承蒙美籍专家 Andrew J. Scott、Flannery J. Scott 夫妇惠于审校,使书稿质量得到了提升,也使本书读起来更地道、更纯正;在本书出版的过程中,华中师范大学出版社给予了大力支持,责任编辑廖国春先生给予了具体的指导和帮助,在此一并致谢。

在编写本书的过程中,我们参考了国内外大量的研究成果,这些成果以参考文献的方式列于书末,在此特向这些成果的作者致谢。由于时间仓促,加上编者水平有限,书中的疏漏在所难免,欢迎专家、学者、同行和广大读者批评指正,以便再版时订正。

游巧荣

2006年4月10日于武昌桂子山

# Contents

<b>Unit One What Is a Hotel ?</b> .....	(1)
Text What Is a Hotel? .....	(1)
Dialogue 1 Enquiring about the Accommodations and Facilities .....	(5)
Dialogue 2 Recommending Another Hotel .....	(8)
Dialogue 3 Finding the Right Hotel .....	(10)
Supplementary Reading Classification of Hotels .....	(12)
Exercises .....	(14)
<b>Unit Two The Front Office ( I )</b> .....	(18)
Text The Front Office .....	(18)
Dialogue 1 Making a Reservation .....	(21)
Dialogue 2 Registering a Guest .....	(23)
Dialogue 3 Bringing the Guest to Her Room .....	(25)
Supplementary Reading The Bell Service .....	(27)
Exercises .....	(29)
<b>Unit Three The Front Office ( II )</b> .....	(32)
Text The Business Center .....	(32)
Dialogue 1 Checking out of the Hotel .....	(35)
Dialogue 2 Cashing Checks for a Guest .....	(37)
Dialogue 3 At the Business Center .....	(39)
Supplementary Reading The History of Money .....	(41)
Exercises .....	(43)
<b>Unit Four The Housekeeping Department ( I )</b> .....	(46)
Text The Housekeeping Department .....	(46)
Dialogue 1 Showing the Guest to His Room .....	(50)

Dialogue 2	Cleaning the Guestroom .....	(52)
Dialogue 3	Introducing the Baby-sitting .....	(53)
Supplementary Reading	Different Kinds of Rooms in a Hotel .....	(55)
Exercises	.....	(57)
<b>Unit Five</b>	<b>The Housekeeping Department ( II )</b> .....	(60)
Text	The Laundry Service .....	(60)
Dialogue 1	Getting Information about the Laundry Service .....	(63)
Dialogue 2	Laundry Mix-up .....	(64)
Dialogue 3	Settling a Laundry Problem .....	(66)
Supplementary Reading	The Dry Cleaner's .....	(68)
Exercises	.....	(69)
<b>Unit Six</b>	<b>The Food and Beverage Department</b> .....	(72)
Text	The Food and Beverage Department .....	(72)
Dialogue 1	Calling in a Reservation .....	(76)
Dialogue 2	Recommending Dishes .....	(77)
Dialogue 3	Taking Orders .....	(79)
Supplementary Reading	The Story of Chopsticks .....	(81)
Exercises	.....	(82)
<b>Unit Seven</b>	<b>The Health and Recreation Center</b> .....	(86)
Text	The Health and Recreation Center .....	(86)
Dialogue 1	At the Fitness Center .....	(89)
Dialogue 2	At the Bowling Alley .....	(91)
Dialogue 3	At the Recreation Center .....	(93)
Supplementary Reading	Traditional Chinese Medicine .....	(94)
Exercises	.....	(97)
<b>Unit Eight</b>	<b>The Engineering and Maintenance Department</b> .....	(100)
Text	The Engineering and Maintenance Department .....	(100)
Dialogue 1	Dealing with the Maintenance of the Room .....	(104)
Dialogue 2	Dealing with an Elevator Accident .....	(105)



Dialogue 3 A Car Service Appointment .....	(107)
Supplementary Reading Hotel Construction: Design and Functionality .....	(109)
Exercises .....	(111)
<b>Unit Nine The Security Department and Human Resources</b>	
<b>Department</b> .....	(114)
Text The Security Department .....	(114)
Dialogue 1 Lost and Found .....	(117)
Dialogue 2 A Job Interview .....	(118)
Dialogue 3 Job Rotation .....	(121)
Supplementary Reading The Human Resources Department .....	(122)
Exercises .....	(124)
<b>Unit Ten Handling Complaints</b> .....	(127)
Text How to Deal with Complaints Skillfully .....	(127)
Dialogue 1 Changing a Room .....	(130)
Dialogue 2 Handling Complaints about Food .....	(132)
Dialogue 3 Handling Complaints about Delayed Service .....	(133)
Supplementary Reading Achieving 100% Customer Satisfaction .....	(135)
Exercises .....	(137)
<b>Keys to Exercises</b> .....	(139)
<b>参考文献</b> .....	(156)

# **Unit One    What Is a Hotel?**

## **Text**

### **Pre-reading Questions:**

1. What is the simple definition of a hotel?
2. Besides food and shelter, what else does a hotel usually offer to its guests?
3. What is the difference between the operational departments and the supporting departments of a hotel?
4. Why can the departments of a hotel also be classified into the front-of-the-house and the back-of-the-house departments?
5. Why may some hotel owners sign a management contract with a company which specializes in managing hotel properties?

## **What Is a Hotel?**

Generally speaking, a hotel can be simply defined as “an establishment founded by a proprietor which offers foods, drinks and accommodations to any travelers who appear able and willing to pay a reasonable sum of money for the service and facilities provided there”. Namely, a hotel provides a temporary home for people who are traveling. There the travelers can rest and have access to food and drink.

In addition to providing guests with food and shelter, the hotel may also provide travelers with facilities for recreation, such as a swimming pool, a golf course, a tennis court, body building rooms or a billiard room. In many cases, the hotel also offers guests modern telecommunication facilities, convention halls and trade negotiation rooms, shopping centers, mail services, flower shops and beauty parlors. Usually, the hotel provides free space for the

travelers' means of transportation. The aim of hotel services is to accommodate travelers, so the hotel business is often referred to as the accommodation business.

The hotel of today is a highly organized commercial entity. In order to provide a wide range of efficient services for its guests, a hotel is usually divided into different departments. Each should be responsible for certain functions and duties for a hotel to work effectively and harmoniously. A hotel is made up of many operational departments and supporting departments. Operational departments (or revenue centers) sell goods or services to guests and thereby create revenue for the hotel. The major revenue centers are the room division (front office and housekeeping department), and the food and beverage department; while the minor revenue centers are the laundry service, recreational facilities, guest telephones and business centers. The supporting departments (or support centers) provide a supporting role for the operational departments. They usually don't provide direct services for the guests and don't create revenue directly, either. They include the sales and marketing department, the accounting department, the security department, the engineering and maintenance department and the personnel and training department.

Another way of classifying hotel departments is by the extent to which they have contact with the customers. They can fall into two categories: the front-of-the-house and the back-of-the-house departments. The front-of-the-house departments are those in which the working staff have extensive contact with the guests, such as reception, catering, room service, recreation, etc. While the back-of-the-house departments are those in which the hotel workers have little or no contact with the guests, such as personnel, accounting and the engineering and maintenance departments.

The people who collectively perform the function of establishing and carrying out policies for the hotel are known as the management. In many cases, hotels are managed by the owners, but in some hotels, management is carried out by a different group of people. This is because some owners may not have necessary expertise, or they don't want to get involved in the management of a hotel. In this case, they may sign a management contract

with a company which specializes in managing hotel properties.

The most important task of a hotel is to offer quality service to all business travelers and those traveling for pleasure so that they have a comfortable temporary home when away from home, for a long or short period of time. Serving guests is really an art. The working staff in a hotel should always be ready to understand, anticipate and fulfill the needs of the guests. Whoever the guest is, he or she must be treated as a VIP. The quality service should be a combination of courtesy and efficiency without any servility.

### New Words and Phrases

define [di 'faɪn] *vt.* 解释;给……下定义

establishment [ɪs 'tæblɪʃmənt] *n.* 企业;建立的机构

proprietor [prə 'praɪətə] *n.* 所有人;业主

namely ['neɪmli] *ad.* 即;那就是

temporary ['tempərəri] *a.* 暂时的

shelter ['ʃeltə] *n.* 住所;住宿

recreation [ˌrekri 'eɪʃən] *n.* 娱乐

billiard ['bɪljəd] *n.* 台球

telecommunication [ˌtelɪkə'mjuːni 'keɪʃən] *n.* (常用复数)电信

facility [fə 'sɪlɪti] *n.* 设备;工具

convention [kən 'venʃən] *n.* 会议

negotiation [niˌgəʊfi 'eɪʃən] *n.* 谈判

parlor ['pɑːlə] *n.* 店堂;雅座

entity ['entɪti] *n.* 实体

harmoniously [hɑː'məʊnjəsli] *ad.* 和谐地

operational [ˌɒpə'reɪʃənəl] *a.* 经营上的;营业上的

revenue ['revənjuː] *n.* 收入;收益

laundry ['ləʊndri] *n.* 洗衣(服务);洗衣店

security [si 'kjʊərəti] *n.* 安全;平安

maintenance ['meɪntənəns] *n.* 维修

classify ['klæsɪfaɪ] *vt.* 把……分类;把……分级

category ['kætəgəri] *n.* 种类

extensive [iks'tensiv] *a.* 广泛的;全面的;大量的  
 catering ['keitəriŋ] *n.* 提供饮食及服务  
 collectively [kə'lektivli] *ad.* 集体地; 共同地  
 expertise [ˌekspə'ti:z] *n.* 专门知识(或技能); 专长  
 specialize ['speʃəlaiz] *vi.* 专攻; 专门研究  
 property ['prəpəti] *n.* 财产; 资产  
 anticipate [æn'tisipeit] *vt.* 期望; 预料  
 combination [ˌkɒmbi'neɪʃən] *n.* 结合; 联合体  
 courtesy ['kə:təsi] *n.* 谦恭有礼; 有礼的举止  
 servility [sə:'viləti] *n.* 奴颜婢膝  
 golf course 高尔夫球场  
 tennis court 网球场  
 body building room 健身房  
 billiard room 台球室  
 beauty parlor 美容室  
 fall into 属于

## Notes to the Text

1. The aim of hotel services is to accommodate travelers, so the hotel business is often referred to as the accommodation business. 饭店服务旨在给旅游者提供住宿, 故饭店业也常被称作住宿业。  
 refer to... as... 意为“把……称作是……”。如:  
 The speaker referred to him as an up-and-coming politician. 演讲者称他是一位有为的政治新秀。
2. A hotel is made up of many operational departments and supporting departments. 饭店由许多经营部门和辅助性部门构成。  
 be made up of... 意为“由……构成”。如:  
 The engine is made up of more than 500 parts. 这台发动机由 500 多个部件组成。
3. Another way of classifying hotel departments is by the extent to which they have contact with the customers. 另一种将饭店部门进行分类的方法是按照它们同顾客打交道的程度来划分的。

to which 所引导的定语从句是修饰 the extent 的。关系代词 which 的前面用 to, 是因为在 extent(程度)一词前常用介词 to。如:

The temperature rose to such an extent that the firemen had to leave the burning building. 温度太高,以致消防队员不得不离开那还在燃烧的建筑物。

have contact with... 意为“与……有交往;与……接触;与……联系”。如:

He has not had contact with his son for months. 他已经几个月没跟他儿子联系了。

4. The people who collectively perform the function of establishing and carrying out policies for the hotel are known as the management. 共同制定和执行饭店管理政策职责的人员被称为管理人员。

(be) known as 意为“被叫做……;以……闻名”。如:

Samuel Clemens, known as Mark Twain, became a famous American writer. 塞缪尔·克莱门斯,即马克·吐温,成了著名的美国作家。

5. In this case, they may sign a management contract with a company which specializes in managing hotel properties. 在这种情况下,他们可能同专门从事饭店财产管理的公司签订管理合同。

specialize in 意为“专门从事(某一行业或业务);专门研究”。如:

This company specializes in exporting textiles. 该公司专门经营纺织品出口业务。

## Dialogue 1

**Situation:** Mr Smith is holding a conference in a city in China next month. He is looking for an ideal hotel where they can stay for one week. He is calling a clerk at the Information Desk of a hotel in that city, checking to see if the hotel is ideal for them. The clerk offers him all the information he needs.

### Enquiring about the Accommodations and Facilities

Clerk: Good morning! May I help you?

Mr Smith: Good morning! Yes, please. We're holding a large international conference in your city next month. I'm hoping to find a hotel that can accommodate a large party and has ideal facilities for our

needs.

Clerk: Sure. We can accommodate a large party. Our hotel has quite a few large conference halls, each of which can house 200 people.

Mr Smith: Great. Could you tell me about the recreational facilities of your hotel?

Clerk: Our hotel has a bowling alley, an outdoor swimming pool, two tennis courts, two indoor squash courts, a health club, an aerobics gym, a sauna, and a hair and beauty salon.

Mr Smith: That's very nice. Is there any extra charge for using those facilities?

Clerk: Not if you are staying in a luxury suite. But the pool is free for everyone.

Mr Smith: Could you kindly tell me something about the hotel's rooms?

Clerk: We have single rooms, double rooms, twin rooms, suites, deluxe suites and a presidential suite.

Mr Smith: Sounds great. We will reserve some of them if we make the decision to stay in your hotel.

Clerk: No problem.

Mr Smith: Thank you. What dining facilities do you provide?

Clerk: There are two Chinese restaurants and one Western restaurant. They are on the first floor, the second floor and the third floor respectively. You can have your meals there. You have free breakfast.

Mr Smith: Sounds good. I'll call you to reserve the rooms 10 days before we fly to your city. Is that OK?

Clerk: OK. You can call us then. Thank you for your interest in our hotel. See you next month!

Mr Smith: See you then. Have a good day!

## New Words and Phrases

alley ['æli] *n.* 球道; 球场

squash ['skwɒʃ] *n.* 墙网球; 壁球

aerobics [æ'rəʊbiks] *n.* 增氧健身法(指跑步、散步、游泳等加强心肺等循环功能的运动)

sauna ['səʊnə] *n.* 桑拿浴;蒸气浴

salon ['sælən; sə'lon] *n.* (营业性的)厅;院;室;店

charge [tʃɑ:dʒ] *n.* 收费;要价

suite [swi:t] *n.* 套房

deluxe [də'lʌks; də'la:ks] *a.* 高级的;豪华的

reserve [ri'zə:v] *vt.* 保留;预订

respectively [ris'pektivli] *ad.* 各自地;分别地

bowling alley 保龄球馆

squash court 壁球场

health club 健身俱乐部

aerobics gym 增氧健身房

hair and beauty salon 美容美发室

single room 单人间

double room 双人间

twin room (设有成对单人床的)双人间

deluxe suite 豪华套房

presidential suite 总统套房

## Notes to the Dialogue

1. May I help you? 我可以为你效劳吗?

这是一句服务用语,常用来询问来客是否需要什么帮助。含有同一意思的句子还有:“Can I help you?”和“What can I do for you?”。

2. Our hotel has quite a few large conference halls, each of which can house 200 people. 我们饭店有好几个大会议厅,每一个都能容纳 200 人。

句中 each of which 引导的非限定性定语从句作定语,修饰 conference halls。

3. Could you tell me about the recreational facilities of your hotel? 可以给我介绍一下你们饭店的娱乐设施吗?

“Could you...?”意为“您可以……吗?”,这是一句很客气的问句。当说话人请求对方为自己做什么时常用这个句型。

4. Not if you are staying in a luxury suite. 如果你入住豪华套房,(你使用那些



设施时)我们就不向你收取额外费用。

此句中的主句绝大部分都省掉了,完整的句子应该是: There isn't any extra charge for using those facilities if you are staying in a luxury suite.

5. Thank you for your interest in our hotel. 谢谢您对我们饭店感兴趣。

thank sb. for sth. 意为“因某事谢谢某人”。如:

I want to thank you for your kindness to me. 我想对你的友善表示感谢。

6. Have a good day! 祝你开心!

这是美国人道别时常用的祝愿语。

## Dialogue 2

**Situation:** Mr Green is talking to a receptionist at the front office of a hotel. He wants to have a single room for a few nights. Unfortunately, the hotel has no rooms available. So he asks the receptionist to recommend another hotel to him. The receptionist is kindly helping him out.

### Recommending Another Hotel

Receptionist: Good evening, sir. May I help you?

Mr Green: Yes, please. I have just arrived in your city from Chicago. And I'd like to have a single room with a bath, please.

Receptionist: Have you made a reservation, sir?

Mr Green: No, I haven't.

Receptionist: Just a second, please. I have to check to see if there is a room available. I'm very sorry, sir. We don't have any vacancies at the moment.

Mr Green: That's too bad. Since you are full tonight, could you recommend another hotel, which isn't full up?

Receptionist: Sure. You could try Lake View Garden Hotel if you like.

Mr Green: How far is it from here?

Receptionist: It takes about fifteen minutes by taxi.

Mr Green: That sounds good. Could you give me the telephone number of that hotel?