

高职高专“十二五”规划教材

旅游管理系列 >>

HOTEL ENGLISH

饭店英语

2 第二版
EDITION

李佳 主编



化学工业出版社

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王 薇 王丽华 刘雅婧 李 佳 主 编
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· 北 京 ·

本书以饭店服务职业培训为宗旨,将实用性、灵活性的理念融入到具体职业技能训练,特点是注重饭店环境下工作语言情景的导入,让学生在了解岗位主要流程、工作内容、工作职责、相关知识、文化背景和职业操守的同时,达到能运用英语自如应对饭店服务工作的目的。

本书遵循最新职业教育的理念,采用“教、学、做”一体化的教学模式,形成一套循序渐进、基于具体工作过程的训练程序,着重培养学生饭店职业能力和综合素质,它以酒店服务程序为线索,围绕酒店服务的核心内容进行英语教学,通过教师示范服务、学生模拟服务、真实现场体验等几个教学环节,使即将成为饭店工作人员的学生熟悉饭店服务的程序和规范,掌握运用英语进行饭店服务的技巧,培养学生灵活处理饭店突发事件的能力和跨语言文化的交际能力。

本教材不仅可以作为高职高专酒店管理专业、涉外旅游专业、旅游管理专业的实训教材,也可作为酒店服务人员岗前及上岗培训用书。

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第二版前言

FOREWORD

饭店英语



随着我国改革开放政策的深入实施，越来越多的外国游客来到我们这个拥有5000多年历史的文明古国，为了培养更多更好的涉外酒店服务人员，我们在2007年出版本书。本书系统地介绍了饭店各个部门的工作，繁简相加地总结了饭店服务中可能遇到的各种情形，本书第一版自出版以来得到了使用学校的认可和好评。随着社会的进步和酒店业的不断发展，本书的许多内容需要更新，为了更好地服务于广大读者，编者决定对此书进行修订，一方面，我们删除了一些现实服务中很少涉及的内容，使整本书的编排更加紧凑和切合实际。另一方面，此次我们结合任务驱动教学法，在所有单元中都增加了服务环节介绍、案例、案例分析并创设了各种情境，使学生在教师的帮助下，紧紧围绕一个个任务，通过对学习资源的积极主动应用，进行自主探索和互动协作的学习，并在完成既定任务的同时，让学生对实践工作拥有更深的体会。

本教材为口语教材，教师在教授过程中应培养学生实际应用能力，大量背诵、模仿句型、角色表演等，通过反复大量的练习，熟练掌握饭店用语，避免用教精读的办法教口语，纠缠语法和词法。在编写过程中，我们参阅了大量相关书籍，力求达到通俗、易懂、全面、实用，但由于水平限制，难免在编写过程中出现错误，请使用者不吝提出宝贵意见。

本书共分四个部分：前台服务由河北旅游职业学院李佳编写；客房服务由承德石油高等专科学校王薇编写；餐饮服务由河北旅游职业学院王丽华编写；其他服务由河北旅游职业学院刘雅婧编写。此外，本教材的服务环节介绍、案例、案例分析、创设的各种情境由河北旅游职业学院王秀芳编写，杜辉、王丽萍老师也参加了本书部分内容的编写工作。本书由王学艺先生主审，在此表示感谢！

本书编者衷心希望本书能够帮助广大旅游专业学生以及有志于从事和现已从事旅游服务工作的人员学习英语、使用英语，争取早日提高技能，上岗工作。

感谢河北旅游职业学院领导的支持，感谢校企合作单位北京外国专家大厦、承德京城大酒店对我们课程建设的协助，感谢化学工业出版社为我们提供了一个与同行交流的平台。

编者

2013年12月于承德

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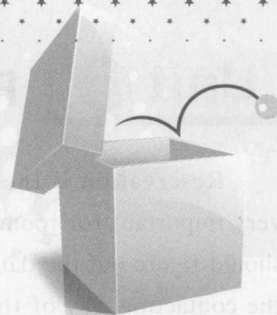
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参考文献

Part One

Front Desk Services



Introduction

The Front Desk is the answer station for residence halls. If you have a question about housing, need assistance from housing staff, directions to a new location—stop by or call and ask the desk staff. They are all knowledgeable about the hotel, the nearby places and the city. In most halls, the Front Desk is located near the main entrance, you also register, check-in, check-out, change money and ask for other helps there, so Front Desk is an open window of a hotel.

Unit 1 Reservation

Reservation is the first step of the hotel service. Getting the right information is very important for room selling. In order to make a good reservation, the receptionist should figure out the date, the staying time, the number of guests, the room type and the contacting way of the guest. There are many methods to book a room, such as the face-to-face reservation, Internet reservation, fax reservation and the telephone reservation. Among these, the last one is the most popular way.

Case:

A guest calls to book rooms in a hotel. He'd like to stay in the hotel for 2 days. There are two of them, his wife and himself, so they'd like only one twin room. They will arrive at the hotel around 8 : 00 a. m on November 9th, as a hotel receptionist, how to serve the guest?

Case analysis:

The basic information of reserving a room is given in the case. While serving the guests, the message can be given by the guests themselves. If they forget to tell, the receptionist should ask in a polite way. The reservation may be changed in the future, but the precondition is that the changes won't influence the sale of the rooms.

Task 1: To learn the right way of making a room reservation for the guest.

Task 2: If the rooms the guest wants is not available at the moment, how to help the guest as much as possible.

Task 3: To be sure about the right way to make changes for the guest.

Task 4: To be able to make cancellation for the guest.

1. Accepting a Reservation

C=Clerk G=Guest

C: Good morning, this is the Front Desk. May I help you, sir?

G: Yes, I'd like to reserve a room.

C: Thank you, sir. For which date?

G: From November 9th.

C: For how many nights?

G: For two nights.

C: How many guests will there be in your party?



G: Just my wife and I.

C: Which kind of room would you prefer, a double or a twin?

G: A twin, please.

C: Could you hold the line, please? I'll check our room availability for those days. Thank you for waiting, sir. We have a twin at RMB1,000 Yuan and at RMB1,500 Yuan, which would you prefer?

G: We'll take the one at RMB1,500 Yuan.

C: Certainly, sir. Could you give me your name, please?

G: Yes, it's John Davis, D-a-v-i-s.

C: Mr. Davis. May I have your phone number, please?

G: Yes, the number is 01-5639-1875.

C: What time do you expect to arrive, sir?

G: Oh, around 8 a. m. I suppose.

C: I'd like to confirm your reservation, sir. A twin room for Mr. and Mrs. Davis at RMB1,500 Yuan per night for two nights from November 9th to November 11th. My name is Steve and we're looking forward to serving you.

2. The Hotel is Fully Booked

C=Clerk G=Guest

C: Which date would that be?

G: June 5th, for one night.

C: Could you hold the line, please? I'll check our room availability for that day... Thank you for waiting, sir. I'm afraid our hotel is fully booked on that night. Is it possible for you to change your reservation date?

G: No, that's not possible.

C: We might have cancellations. Could you call us again closer to the date?

G: Sure, but if you do have any cancellations, could you let me know as soon as possible?

C: I'm very sorry, sir. We are unable to do that. We would appreciate it very much if you could call us instead.

G: Well, if that's the case...

C: We're very sorry, sir. We hope you understand.

3. Changing the Reservation Date

C=Clerk G=Guest

C: Room Reservations. May I help you, sir?



G: Yes, my name is Alice, and I made a reservation for two nights from October 5th. I'd like to extend it for two more nights until the 9th.

C: For 4 nights from October 5th until October 9th.

G: That's right.

C: Will there be any change in your room type? Your reservation is for a twin room.

G: No.

C: Thank you, sir. We will extend the reservation for you.

4. Cancelling the Reservation

C=Clerk G=Guest

C: Room Reservations. May I help you, madam?

G: I'd like to cancel a reservation.

C: In whose name was the reservation?

G: Jack Bruder.

C: How do you spell that, please?

G: B-r-u-d-e-r.

C: What was the date of the reservation?

G: From October 2nd for 3 nights.

C: Excuse me, but is the reservation for you?

G: No, it's for my friend.

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

G: Yes, it's Mary Calson and my number is 365-7071.

C: Thank you, ma'am. I'll cancel Mr. Bruder's reservation from October 2nd for 3 nights. My name is Jason and we look forward to another chance to serve you.

Words and Expressions

reservation *n.* 预订 (房间等)

clerk *n.* 服务员, 职员

initials *n.* (姓名) 起首字母

cancellation *n.* 取消 (预约等)

room availability 客房预订情况 (有无空房)

be fully booked 全部预订满了

Try to remember

1. 作为服务业, 语言的表达应采用正式、礼貌的语体。通常句子里面的敬语越多, 句子格式越长, 越显得客气, 提问时常用以下四种疑问句。



May I ...? Could you please ...? Would you ...? Shall I ...?

2. 宾馆的房间一般分为:

single room 单人房

double room 大床房

twin room 双床房

studio room 小型公寓式套间

suite 套间

junior suite 单套间

duplex 二层公寓式套间

parlor 厅

hospitality room 接待室

exhibition room 展览室

connecting rooms 相通的房间

adjoining rooms 相毗邻的房间

3. Reservations. Can I help you?

客房预订部, 可以为您效劳吗?

4. How long do you plan to stay?

您希望住多久?

5. What kind of room do you prefer?

您想要什么样的房间?

6. Do you have one single room for two nights?

我想订两个晚上的单人房一间, 行吗?

7. How much is the room?

每一间多少钱?

8. We are fully booked for all types of rooms on that night.

那天晚上各种类型的房间都预约额满了。

9. Would you mind a double room instead?

您介意改住双人房吗?

10. I'd like a room with a sea view (mountain view).

我要一间看得见海景(山景)的房间。

11. Who's the reservation for?

您为谁预订房间?

12. Shall I make a reservation for you?

要我为您预约吗?

13. We'll extend the reservation for you.

我们会为您延长预约的。

14. I'd like to cancel a reservation.

我要取消一项预约。

15. RMB200 Yuan, including breakfast.

房价每天人民币 200 元, 早餐包含在内。

16. We look forward to serving you.

我们期待着为您服务。

Practical Operation



Suppose a guest in Shanghai wants to visit Beijing from June 1st to June 4th, you are the clerk of Beijing Hotel and make a reservation for him.

Guess what will be said

C=Clerk G=Guest

C: Good morning. Room Reservations. _____, sir?

G: Yes, I'd like to _____ a room for a colleague.

C: Thank you, sir. Which date would that be?

G: For one week. _____ November 1st to 7th.

C: Which kind of room _____?

G: A double. He'll be accompanied by his wife.

C: Could you hold the line, please? I'll check our _____.
Thank you for waiting. I'm afraid we have no double rooms, but we do have some twin rooms at \$150 and \$200 available.

G: The one at \$200 sounds fine.

C: Certainly, sir. _____ of your colleague and his wife?

G: Mr. and Mrs. White.

C: Thank you. May I have your name and _____, please?

G: Yes, it's 010-3329-2311. I work in Beijing University. My name is John Wang.

C: Do you know their flight number and arrival time?

G: Yes, it's Air China Flight # 412. His flight arrives at 3 p.m., so he should be there by 6 p.m. at the earliest.

C: Thank you very much. My name is Johnson. If you have any further inquiries,
_____.



Unit 2 Check-in

Guests start to enjoy the real hotel service while checking in, so the Front Desk plays an important role. The receptionist should try their best to offer fast and warm services which will leave a good impression to the guests. When making check-in, the clerk has to clarify the guests' name, the room type, the departure date and the way of payment. The clerk also needs to check the guests' identification and help them with the registration cards, show the room cards and send bellmen to help if necessary.

Case:

Mr. White who reserved a single room several days ago comes to the Front Desk to check in. He intends to stay in the hotel for 3 days and pay by credit card. How to make the check-in a perfect one if you were the receptionist?

Case analysis:

Supposing that a guest who has a reservation comes to check in, the receptionist should reconfirm the personal information. Ask the guest to fill in the registration card, check the identification, make clear about the way of the payment, etc. Then show the room card to the guest or send a bellman to help him. When the guest comes without a reservation, the receptionist need to check if there's any vacancy left and check in for him follow the above steps. If a group check-in, the receptionist should also know the time of morning call, the time to collect the luggage, the number of the guest, etc.

Task 1: Help the guest with reservation to check in.

Task 2: Help the guest without a reservation to check in.

Task 3: Help the group guest to check in.

Task 4: Help the guest with necessary information, if the hotel is fully booked and guest has not made any reservation.

1. Checking in for the Guest with Reservation

R=Receptionist G=Guest

R: Good afternoon. Welcome to the Yunshan Hotel. May I help you, sir?

G: Yes. I'd like to check in, please.

R: Certainly, sir. May I have your name, please?

G: Yes, it's Charlie White.



R: Do you have a reservation with us, sir?

G: Yes, for tonight.

R: Just a moment, please. I'll check our reservation record...

Thank you for waiting, sir. Your reservation is for a single room for 3 nights. Could you fill in the registration form, please?

G: Sure.

R: May I confirm your departure date?

G: Yes, I should be leaving on the 8th.

R: How would you like to make payment?

G: By Visa Card.

R: May I take a print of the card, please? Thank you, sir. Your room is 888 on the 8th floor. Just a moment please. A bell man will show you to your room. I hope you will enjoy your stay here.

2. Checking in for the Guest without Reservation

R=Receptionist G=Guest

R: Good afternoon, Sir and Madam. May I help you?

G: Good afternoon, I'm Jack Wilson. My wife and I have just arrived. We'd like to have a room at your hotel for tonight.

R: Welcome to our hotel. Have you made any reservations?

G: I'm afraid not. Could you arrange a twin-bed room with a bath for us?

R: Wait a moment, please... Oh, Room 1111 is available, which commands a good view of Huangpu River.

G: Great, I'll take it. How much do you charge?

R: RMB720 Yuan.

G: OK.

R: Please show me your passports and fill in this registration form.

G: I'll take care of it.

R: Thank you. Would you please pay RMB1, 500 Yuan as deposit?

G: Here you are.

R: Thanks. This is the receipt, key and the room card to Room 1111. The bellman will show you up with your baggage. I hope you'll enjoy your stay with us.

G: That's very kind of you.

