

酒店管理专业系列创新教材

JiuDian GuanLi ZhuanYe XiLie ChuangXin JiaoCai

总主编 罗旭华

# 酒店英语实训教程

Practical Training for Hotel English



主编 杨静怡



经济科学出版社  
Economic Science Press

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杨静怡 主 编

张淑平 副主编

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# 前 言

随着中国酒店业的快速发展，各大酒店，特别是五星级酒店急需新一代既精通业务又谙熟外语的高级服务人才与中高级管理人才。《酒店英语实训教程》正是为了适应现代酒店业对高技能人才的迫切需求，以培养和提高学生的英语交际能力为主要目标而编写的实训教材。本教材以酒店情景和岗位技能为主线，选取酒店工作中的真实语料作为教学材料，内容翔实，富有时代性和实用性，既注重语言基础的培养，又重视学生职业素质与技能的提高。本教材在编写模式上进行了精心设计，具有如下特点：

## 1. 内容组织

传统的行业英语教材在内容组织上通常会涉及听说读写译各项技能，内容全面但重点不突出，而本教材以岗位实际技能训练为主要目标，在内容的编写和组织上以酒店各种岗位和情景为主线，着力提高口语表达能力和应用能力，重点突出，主线鲜明，可以让学习者真正体验酒店职业典型的工作情景，有的放矢地学习英语。

## 2. 教材结构

本实训教材共分为前厅服务、客房服务、餐饮服务、康乐服务、会展服务、处理投诉六大模块，相同岗位不同的英语服务技能则构成若干实训项目。每个项目包含实训目标（Objectives）、实训情景（Situations）、实训准备（Preparation）、实训会话（Conversations）、实训服务流程（Job Procedure）、实训操练（Practice）、实训高频单句（Useful Expressions）、实训考核表（Assessment）、实训知识拓展（Enrichment）、实训案例（Case Study）、实训小结（Tips）等环节。

### 3. 教学设计

作为一本实训教材，本教材凸显了酒店业在一线服务和现场管理中以口头交际为主的行业特点，坚持听说领先原则，突出情景教学和任务教学。

(1) 在语言知识巩固的基础上，侧重英语输出技能的培养。本教材为学生的英语使用提供了词汇、句型和对话等语言输入，使得学生在进行实训练习时不会感到无话可说；然后再通过“实训操练”中精心设计的实训任务，学生可以切实提高酒店英语的实用技能。

(2) 每个“实训项目”的最后都设计了一个“实训案例”，目的是考查学生灵活运用专业知识和英语的能力。并且，案例的分析是开放性的，教师可以利用这个活动，组织学生进行讨论和辩论，引发学生对案例进行深入的思考。

(3) 职业性和实用性是本教材的特色，在教学内容的组织上以岗位情景和工作流程为主线，在教学方法上主张任务教学和项目教学，重点强化听说实用技能的培养，确立教学“以学生为中心”，使学生在做中学，在与他人合作中学。

《酒店英语实训教程》主编为杨静怡，副主编为张淑平，编者为张淑平、梁毅、胡静和张艳乔。本教材的编写者都是长期从事酒店英语教学的一线教师，教材主编曾出版过十余本英语教材和辅导书，具有丰富的编写经验。

本教材适合高职高专、成人教育院校的旅游、酒店专业学生使用，也可作酒店员工培训和自学教材。

由于时间仓促，编者水平有限，疏漏在所难免，希望广大同行和使用者批评指正，以便再版时更正和改进。

编者

2013年9月

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# 实训模块一

## 前厅服务 Front Office

### Project 1 Room Reservation

#### 实训目标 Objectives

通过本单元实训，要求学生具备受理散客预订（FIT reservation）、团体预订（group reservation）、修改和取消预订（revising and cancelling the reservation）的能力，并能够应对客人对房间的特殊要求（handling special requests）以及客房已订满（fully booked）等特殊情况；熟悉酒店预订登记表（reservation form）的填写；熟练掌握预订服务中的服务用语。

#### 实训情景 Situations

- FIT reservation 散客订房
- Group reservation 团队订房
- Revising and cancelling a reservation 修改和取消预订
- Fully booked 客房已订满

#### 实训准备 Preparation

- Vocabulary

reservation [ˌrezə'veɪʃən] *n.* 预订

available [ə'veɪləbl] *adj.* 可利用的; 有空的

suite [swi:t] *n.* 套房

charge [tʃɑ:dʒ] *v.* 收费

executive [ɪg'zekjutɪv] *adj.* 行政的, 执行的

guarantee [ˌgærən'ti:] *v.* 担保

vacancy ['veɪkənsɪ] *n.* 空缺

rate [reɪt] *n.* 房价

discount ['dɪskaʊnt] *n.* 折扣

revise [rɪ'veaɪz] *v.* 修改

deluxe [dɪ'lʌks] *adj.* 豪华的

cancel ['kænsəl] *v.* 取消

TWB (twin-bed room) 双床房

standard room 标准间

be booked up 订满了

## • Warm-up

Match the two forms in the box with their corresponding pictures.

Confirmation Notice

Room Reservation Form

**Form 1:** \_\_\_\_\_

☐ New Booking

☐ Amendment

☐ Cancellation

Guest Name: \_\_\_\_\_

Arrival Time: \_\_\_\_\_

No. of Adults: \_\_\_\_\_

No. of Children: \_\_\_\_\_

Telephone: \_\_\_\_\_

**SPECIAL REQUEST:** ☐ Non-smoking

☐ King-sized

☐ Twin beds

**ROOM TYPE:**

**NO. of Room Required:**

☐ Standard Room: RMB1250 net per room per night

\_\_\_\_\_

☐ Junior Suite: RMB1850 net per room per night

\_\_\_\_\_

**Form 2:** \_\_\_\_\_

Guest's Name: \_\_\_\_\_

Departure Date: \_\_\_\_\_

Arrival Date: \_\_\_\_\_

Rate: \_\_\_\_\_

Type of Accommodation: \_\_\_\_\_

Remarks: \_\_\_\_\_

► Please present this confirmation to the reception desk.

Dear Guests,

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

Confirmed by: \_\_\_\_\_

Date: \_\_\_\_\_

## 实训会话 Conversations

**Read and practice the conversations.**

### Conversation 1 FIT reservation

(Mr. George Smith is calling Shangri-La Hotel to reserve a room. The Reservationist receives his phone call. )

**Reservationist (R):** Good morning, Shangri-La Hotel Reservations. Can I help you?

**Guest (G):** Yes, I'd like to reserve a room.

**R:** For which dates?

**G:** For the nights from April 5<sup>th</sup> to 8<sup>th</sup>.

**R:** From April 5<sup>th</sup> to 8<sup>th</sup>. Could you hold the line for a moment, please? I'll check if there is a room available for those days.

**G:** OK.

(The Reservationist checks the hotel's reservation system for room availability. )

**R:** Thank you for waiting. We have double rooms and suites. Which do you prefer?

**G:** How much do you charge for a suite?

**R:** A junior suite is at 1290 yuan per night, and an executive suite 1690 yuan.

**G:** I'd like to take the one at 1290 yuan.

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

**G:** George Smith.

**R:** George Smith. Do you have any special requests, Mr. Smith?

**G:** Oh, if possible, I would like to have a room with a garden view.

**R:** Well, let me check... Yes, Mr. Smith, we still have a junior suite with a garden view. So I have booked you a junior suite with a garden view for four nights from April 5<sup>th</sup> to 8<sup>th</sup>. Is that right?

**G:** Exactly.

**R:** Thank you, Mr. Smith. For the unguaranteed reservation, we can only hold the room by 6 p. m. If you make a guaranteed reservation, we can hold the room overnight. Would you like to make a guaranteed reservation by credit card?

**G:** No, I will be there before then.

**R:** Thank you very much, Mr. Smith. We look forward to seeing you.

### Conversation 2 Group reservation

(Helen Blair is a tour guide. She needs to make a reservation for her tour group. Now she

*is calling the hotel. )*

**Reservationist (R):** Good morning. Room Reservations. How may I help you?

**Guest (G):** I am calling from the International Youth Travel Agency. I'd like to know if you have any rooms available for the nights from December 2<sup>nd</sup> to 6<sup>th</sup>. A tour group of Americans will visit Beijing next month.

**R:** May I know how many people there will be in your party?

**G:** 28 people.

**R:** What kind of rooms would you like?

**G:** Twin-bed rooms.

**R:** Just a moment, please. Let me check the reservation list and see if we have enough vacancies. . . Sorry to have kept you waiting, madam. I can book 14 TWBs for you for those days.

**G:** Thank you very much. What's the rate, please?

**R:** 880 *yuan* RMB per night per room, with breakfast.

**G:** Is there a special rate for a group reservation?

**R:** Yes, there is a 10% discount.

**G:** That sounds good.

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

**G:** 312-5541412, Helen Blair.

**R:** 312-5541412, Helen Blair. That's 14 TWBs for Helen Blair from December 2<sup>nd</sup> to 6<sup>th</sup>, and the rate is at a 10% discount of 880 *yuan* with breakfast. Is that correct?

**G:** That's right.

**R:** Thank you for calling. We're looking forward to serving you soon.

### Conversation 3 Fully booked

*(Mrs. Brown calls the Reservation Department. She wants to reserve a double room. )*

**R:** Room Reservations. What can I do for you?

**G:** I'd like to reserve a double room on August 3<sup>rd</sup>.

**R:** Wait a moment, please. I'll check the room availability for that day . . . I'm sorry to tell you that all our double rooms are booked up on that day.

**G:** Oh, what a pity!

**R:** What about a deluxe suite? We still have one vacant deluxe suite. It has more advanced equipment with a king-size bed and you can enjoy the view of the sea. The rate is 1880 *yuan*.

G: Oh, that's too expensive.

R: Since it's the peak season now, we don't offer any discount. Then is it possible for you to change your reservation date?

G: I'm afraid not.

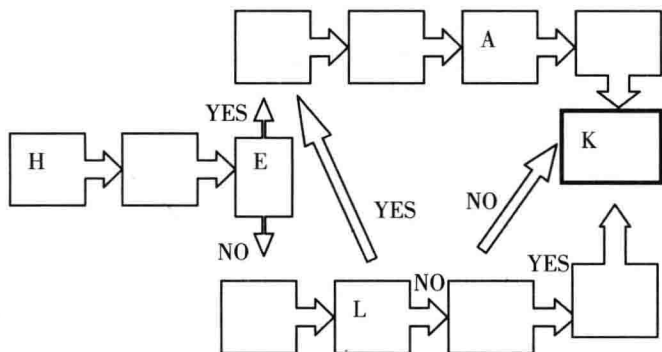
R: Do you mind telling me your name and telephone number? We'll call you if we have a cancellation.

G: That's very kind of you. It's Jessica Brown, and my number is 245-5690.

R: Jessica Brown, and the number is 245-5690. Thank you very much. We'll let you know if there's a cancellation.

### 实训服务流程 Job Procedure

Please complete the chart with the correct steps for room reservation.



- A. Confirming the reservation details with the guest
- B. Asking for the date and room type the guest wants
- C. Telling the guest the specified rooms are booked up for those days
- D. Asking for any special request
- E. Checking room availability
- F. Asking for the guest's guarantee method
- G. Asking for the guest's name and telephone number
- H. Greeting the guest
- I. Asking for the guest's name, telephone or fax number, address, number of the party, etc.
- J. Asking whether the guest would like to be put in the waiting list, and telling the

guest the hotel will inform him/her if there's a room available

K. Saying good-bye

L. Asking whether the guest would like to change to another room type or date

## 实训操练 Practice

**Task 1 Mr. Simpson is calling the hotel to revise his reservation. He wants to stay in the hotel for two more nights. Complete the following conversation with the information given in Chinese.**

**Reservationist (R):** Room Reservations. May I help you?

**Guest (G):** Yes, it's Mike Simpson. (1) \_\_\_\_\_ (我做了一个预订) last week. Now I'd like to modify it.

**R:** One moment, please. Let me have a check. . . You booked a single room for four nights from February 15<sup>th</sup>. How would you like (2) \_\_\_\_\_ (修改您的预订)?

**G:** I'd like to (3) \_\_\_\_\_ (延长两晚) until February 20<sup>th</sup>.

**R:** Wait a moment, please. . . Sorry to have kept you waiting. I'm afraid we only have (4) \_\_\_\_\_ (只有一个豪华单人间可预订) on February 20<sup>th</sup>. Will that be OK for you?

**G:** Fine.

**R:** So that's a single room for five nights from February 15<sup>th</sup> to 19<sup>th</sup>, and a deluxe single for one night on February 20<sup>th</sup>.

**G:** Right.

**R:** Could you (5) \_\_\_\_\_ (多付 1000 元) to guarantee your revised reservation?

**G:** OK. Can I pay by Visa?

**R:** Certainly, Mr. Simpson. Your (6) \_\_\_\_\_ (信用卡卡号), please?

**G:** 8500-6900-1188-3360.

**R:** What's the expiration date?

**G:** November, 2017.

**R:** What's the exact name on the card?

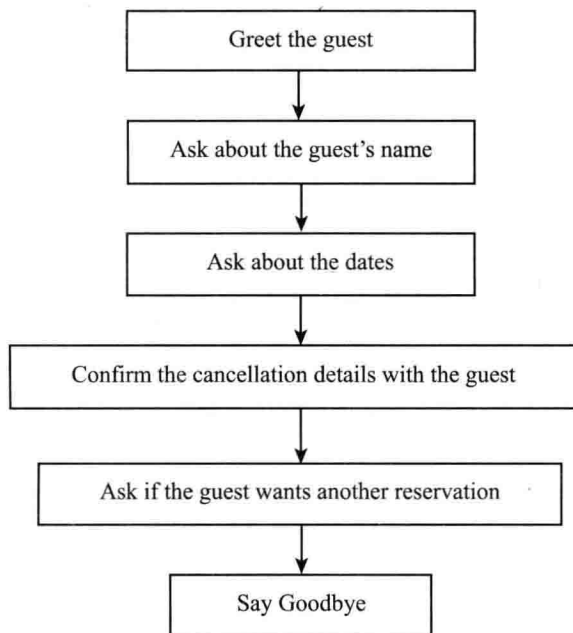
**G:** Mike Simpson.

**Task 2 Make up a conversation according to the information provided in the boxes.**

<p>客人信息:</p> <p>姓名: <u>Mike Jackson</u></p> <p>飞机到达时间: <u>10月27日晚10:45</u></p> <p>航班号: <u>CA961</u></p> <p>预计离店时间: <u>10月29日</u></p> <p>联系电话: <u>626-780-7552</u></p> <p>想订的房间类型: <u>行政套房</u></p> <p>担保方式: <u>Visa卡</u></p> <p>卡号: <u>650088889600237</u></p> <p>有效期: <u>2017年9月</u></p>	<p>预订员:</p> <p>✧ 行政套房价: ¥1500元/每晚;</p> <p>✧ 建议客人做信 用卡担保订房;</p> <p>✧ 提供机场接机 服务, 服务费 ¥300元</p>
--	--

**Task 3 Miss Wood reserved a double room from Oct. 1<sup>st</sup> to 7<sup>th</sup>. But she has to cancel the reservation for some reasons. Make up a conversation according to the procedure provided below.**

**Reservation Cancellation Procedure**



## 实训高频单句 Useful Expressions

### 1. Making reservations

- (1) For which dates, please?  
您要订哪天的房间?
- (2) May I know your arrival date and departure date?  
请问您的到店日期和离店日期?
- (3) How many nights are you going to stay?  
您打算住几个晚上?
- (4) What kind of room would you like?  
您想预订哪种房间?
- (5) The room rate is 800 *yuan* RMB per night per room, with buffet breakfast.  
房价是每晚每间 800 元人民币, 含自助早餐。
- (6) How many guests will there be in your party?  
您一行共有多少人?
- (7) Could you hold the line, please? I'll check our room availability.  
请别挂断好吗? 我来查一下是否有空房。
- (8) May I know your name/telephone number/email?  
能告诉我您的姓名/电话/电子邮件吗?
- (9) Do you have any special requests?  
请问您还有什么特殊要求?
- (10) For group reservation, there's a 10 percent discount.  
团队预订可以打九折。
- (11) We will send you an e-mail to confirm the reservation.  
我们会给您发邮件确认这次预订。
- (12) We are looking forward to seeing you.  
我们期待您的光临。

### 2. Revision and cancellation

- (1) How would you like to change/revise/modify your reservation?  
您打算如何修改您的预订?
- (2) Certainly, sir. We'll make the change/cancellation for you.  
当然可以, 先生。我们会为您更改/取消预订。



- (3) Could you pay 800 *yuan* more to guarantee your revised reservation?  
您能再交 800 元担保您更改的预订吗?

### 3. Booked up

- (1) I'm sorry, but we are fully booked up.  
对不起, 我们酒店已经订满了。
- (2) I'm afraid we have no TWBs available. Would you mind two singles instead?  
恐怕我们现在没有空余的标准间了, 您介意改订两个单人房吗?
- (3) Is it possible for you to change your reservation date?  
您可不可以改变预订日期呢?
- (4) We can put you on our waiting list just in case we have a cancellation.  
我们把您记在等候名单里, 有人取消订房时就通知您。
- (5) We hope we'll have another opportunity to serve you.  
我们期待下次能为您效劳。

### 实训考核表 Assessment

Self-assessment		Total Score	Your Score
Room Reservation Practice	Being familiar with the job procedures for FIT and group reservations	10	
	Being able to handle guests' special requests	5	
	Being able to fill in reservation forms correctly	5	
	Being familiar with the procedures for reservation revisions and cancellations	10	
	Knowing what to do properly when there is no vacancy	10	
	Having good communication skills	10	
	Being able to get guests' reservation information correctly	5	
English Language Skills	Fluency in English	10	
	Accuracy in English	10	
	Appropriateness in English language use	5	
	Appropriate communication strategies	5	
Others	Sweet voice and proper speaking speed	5	
	Knowledge of different room types	10	
Total		100	