



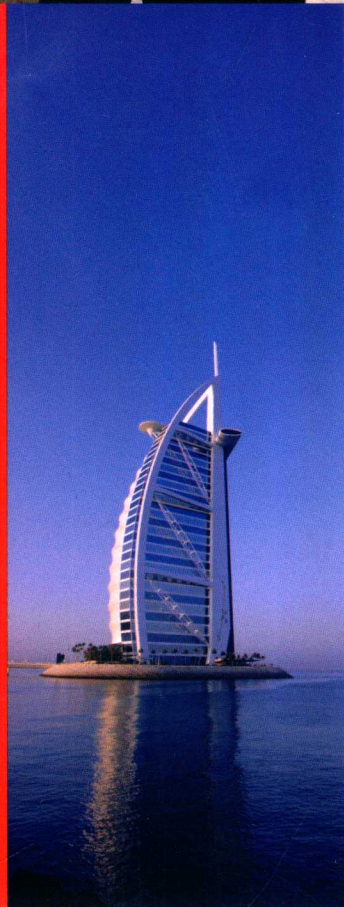
Hotel English —Audio, Visual & Speaking

酒店英语 视听说教程

主 编 朱 华




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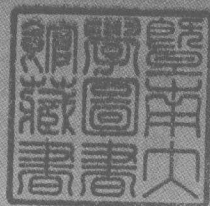
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酒店英语 视听说教程

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前言

《酒店英语视听说教程》针对我国学生的薄弱环节和实际需要,尽量使学习任务接近酒店工作语言的真实环境。教材充分、有效地利用多媒体的先进技术,集文字、图形、图像、音频、视频等为一体,做到视(viewing)、听(listening)、说(speaking)有效结合,让学生在一个视听说三维一体的立体空间学习酒店英语和酒店专业知识。本教材有以下特点:

1. 教材将酒店业务作为英语技能课教材开发的直接依据,与企业岗位对接,学完每一章后即可掌握相关技能和工作程序。
2. 融入酒店实训内容和职业资格认证培训内容,因此本教材也是酒店人力资源英语培训教材和旅游饭店职业英语等级考试培训教材。
3. 努力还原酒店真实场景,配套视听说多媒体教学资源包。教材中的“工作场景”、“技能拓展”、“培训视频”等模块生动再现酒店工作情景。

《酒店英语视听说教程》的编写队伍中既有高校名师,也有海归硕士、企业精英。教材主编朱华为四川省高校教学名师、旅游管理专业和翻译专业硕士学位双导师,曾在国外游学10余年。编委中有酒店专业人士,曾在英国 Crowne Plaza London Shoreditch、美国德克萨斯 Grand Hyatt Hotel 和东莞松山湖凯悦大酒店前厅部担任主管和副经理等职,他们多年的教学实践和丰富的职场经验在一定程度上保证了教材编写内容、结构与酒店英语的专业性与规范性。

《酒店英语视听说教程》在教材内容选择上融入旅游行业专业知识和技能,通过酒店不同工作情景将专业英语和专业知识相融合,力争突破旅游专业英语语言能力与专业知识相割裂的“二元结构”,以降低酒店企业二次培训的成本。我国正处在从旅游大国迈向旅游强国的转型时期,急需一批具有高素质酒店专业人才,希望本教材的出版能为我国培养新时期的旅游专业人才做出微薄的贡献。

编委会

2013年12月

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Chapter 1

Reservation 预定

Major Topics:

背景知识: OPERA Reservation System ORS 预订系统

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增补练习: A Double Room 双人房间

Jane and Jason are living in New York. It's their 5th anniversary next week. The couple wants to find somewhere to celebrate the special occasion. Jane is always interested in the city of San Francisco, so they decide to fly to the city and have planned a 5-day trip there. To start their trip, the couple need to book a room for their holiday first.



This chapter concentrates on the department of reservation. In *Part 1*, background knowledge of the hotel reservation system is provided for you to have some basics about the job. In *Part 2*, you'll learn the service procedures in the reservation and you'll see how key information was tackled. In *Part 3*, you'll watch a short video about judging a hotel even before you arrive. In the next section, *Part 4*, you'll understand the job descriptions of the working staff for reservation in the hotel. *Part 5* will consolidate your knowledge about reservation and upgrade your English proficiency through listening, speaking, reading and translation.

Part One Background Knowledge 第一部分：背景知识

Useful Words and Expressions

lodging /'lɒdʒɪŋ/ *n.* 住宿, 寄宿

structure collectively in which people are housed

inventory /'ɪnvəntri/ *n.* 存货, 存货清单

a detailed list of all the items in stock

revenue /'revɪnju/ *n.* 收益, 收入

the entire amount of income before any deductions are made

waitlist /'weɪtlɪst/ *n.* 候补名单

a list of people who have asked for something, but who must wait before they can have it

format /'fɔ:mæt/ *n.* 格式, 版式

the organization of information according to present specifications

occupancy /'ɒkjʊpənsɪ/ *n.* 居住, 占用

the act of occupying or taking possession of a building

interface /'ɪntəfeɪs/ *n.* 界面

a program that controls a display for the user (usually on a computer monitor) and that allows the user to interact with the system

yield /ji:ld/ *n.* 收益

the income or profit arising from such transactions as the sale of land or other property

frequent /'fri:kwənt/ *adj.* 频繁的, 习惯的

coming at short intervals or habitually

color-code /'kʌlə'kəʊd/ *n.* 标色分类

system using colors to designate classification

configure /kən'fɪgə/ *v.* 安装, 配置

to set up for a particular purpose

OPERA Reservation System ORS 预订系统

Making reservation is a necessity for travelers, and also an important marketing tool for lodging establishment. Travelers in various market segments depend on a well-organized reservation system that is easily accessible through toll-free numbers, the Internet, or at a few hours' notice. Lodging establishments want to provide a continuous flow of guests, which will bring profits.

The OPERA Reservation System (ORS), a true centrally managed central reservation system, is at the heart of the hotel industry's first enterprise-wide room inventory management system. This comprehensively managed central reservation system offers reservation agents and global sales staffs the tools to maximize bookings and increase revenue in any size chain or multi-property environment. ORS easily handles all types of reservations — individual, group and party, company, travel agent, multi-legged, multi-rate, and waitlisted.

Global Perspective: ORS supports multi-currency and multi-language features to meet the hotel reservation system requirements of global operations. Rates and revenues can be dynamically converted from the local currency to any other currency. The appropriate language for guest correspondence can be automatically determined by the guest's profile language; during the reservation process, key information such as the property, room, and rate descriptions can be displayed in multiple languages. Country-specific address formats are supported.

Automatic Rate and Inventory Controls: The ORS central reservation system lets you set up rate structures for individual properties, groups of properties, or for chains. Multi-level rate and inventory controls make inventory management easier and increase profitability. Rates and room types can be automatically restricted based on percentage occupancy, minimum stay through, arrival date, and more. Agents can use the hotel reservation system to easily determine best available rates for any length of stay. To maximize property revenues, these hotel reservation computer systems also support interfacing to major yield management systems.

Full Reservation Functionality: Agents making reservations with the ORS central reservation system can easily handle complex operations such as routing instructions and split charges, shared reservations, frequent flyer and loyalty program memberships, negotiated rates, and rate discounts (percentage or fixed amount). Multiple advance deposit requirements and cancellation penalties may be applied to reservations with ORS; deposit transactions automatically transfer to the property.

Group and Block Features: Creating and managing group and block reservations is as easy in the ORS central reservation system environment as it is using a stand-alone hotel PMS.

Room blocking, rooming lists, room sharing, deposits, tour series, and other group booking features are handled by ORS.

Multi-Property Rate Display: The ORS central reservation system availability display can show rates, room types, and packages for one property or for multiple properties. Agents can easily re-query for alternate dates when the requested dates are not available. Color-coding throughout the sales screen lets the agent see at a glance why a property, room, or rate might be unavailable.

Efficient Searching: Use the ORS hotel reservation system to conveniently search for room availability across properties and chains. Searching can be controlled by one or more criteria, including property name, city, region, property features, property type (e.g., 3-star, 4-star) package elements, attractions, rate range, and so on. The ORS central reservation system's property information displays are comprehensive, with details on transportation services, restaurants, and amenities, etc. Area maps and images of the property can also be provided.

Channel Management: Hotels and chains can also use the central reservation system to review business volume by channel and open or close channels based on channel, property, rate, or room type. Much of the channel management setup information is pre-configured to make it easy to get started.

A reservation system must ensure efficient means of accessing, processing, and confirming information. Without an efficient reservation system, all aspects of managing a hotel are negatively affected. For example, while overbooking reservations may guarantee a full house for the hotel, it also leaves the guest who is turned away with a negative impression.

Based on the above passage, decide whether the following statements are true or false. Write T for true and F for false.

1. _____ OPERA offers the reservationist a tool which can be used to maximize bookings and increase revenue of a hotel.
2. _____ OPERA can automatically display the key information such as the property, room, and rate descriptions in different languages except for Chinese.
3. _____ OPERA supports interfacing to major yield management systems. Agents can determine best available rates for a day.
4. _____ It takes efforts to handle complex operations such as routing instructions and split charges, shared reservations, loyalty program, negotiated rates, and rate discounts.
5. _____ Color-coding throughout the sales screen lets the agent see at a glance why a property, room, or rate might be available.
6. _____ The reservationist can use OPERA to search for the property name, city, region, property features, property types, attractions, rate range, and so on.

Part Two Working Scenes 第二部分：工作场景

>>> Scenario 1: Acquiring Reservation Information

情景一：获取预定信息

I. Listen to Episode 1 and complete the following conversation with what you hear.

Reservationist (R): Good afternoon, Hyatt Regency San Francisco. Reservation.

Jason (J): Good afternoon. I'd like to reserve (1) _____. That's the 21st of May.

R: Certainly, sir. How many nights will you need the room?

J: (2) _____. I'm travelling with my wife.

R: For two people, is that correct?

J: (3) _____.

R: I see. Is there any preference of room type you would like to reserve?

J: A double room will do.

R: Is that a standard double or (4) _____?

J: What's the difference?

R: A standard double is \$257 per night. A deluxe double is (5) _____, but you get access to the lounge and breakfast for two.

J: The deluxe sounds better value (6) _____.

R: Yes, in fact the deluxe room is on promotion this month. It will be put back to \$357 after (7) _____.

J: Sounds great. I'll take the deluxe double, please.

II. Divide the class into groups of two or three students and do the dialogue again.

>>> Scenario 2: Confirming a Reservation

情景二：确认预定

I. Listen to Episode 2 and fill out the form with what you hear.

Name	Telephone No.	Room type	Arrival time	Length of the stay

II. Listen to the episode again and answer the following questions:

1. Why did the guest come back to the hotel?

2. How could the reservationist prove that the guest may have joined the loyalty program membership?

>>> Scenario 3: Taking Down Details

情景三：记录交易细节

I. Listen to Episode 3 and answer the following questions.

1. How much does Jason need to pay for one night in Hyatt Regency San Francisco?

Answer:

2. What does the reservationist suggest after the reservation was made?

Answer:

3. What are the three ways to make sure the room available even if the guest arrives late?

Answer:

4. What are Jason's credit card number and confirmation number?

Answer:

5. How could the reservationist send the confirmation details to Jason?

Answer:

II. Listen to the episode again and do a situational dialogue with your partner.

>>> Scenario 4: Keeping Updates

情景四：保持更新

I. Listen to Episode 4 and write numbers in the blanks to show the correct order of the conversation.

- _____. **Reservationist (R):** Room Reservation. May I help you, sir? (1)
_____. **R:** In whose name was the reservation? (2)