

普通高等教育旅游与饭店管理专业系列规划教材

总主编 刘 住

# 饭店实用英语



主 编 刘 堂

副主编 杨雪霁 高 远 徐蓉艳

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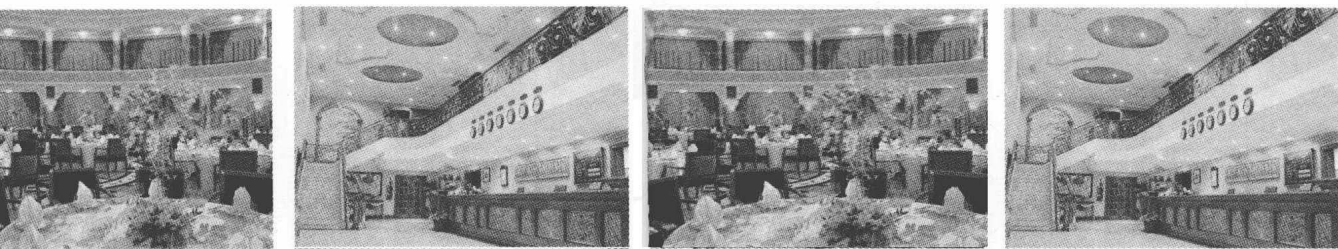


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读者信箱:xj\_rwjg@126.com

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## 内 容 提 要

本书在内容和结构编写上精心安排。全书共有七个单元。第1单元：饭店业概况；第2单元：前台操作；第3单元：酒店服务；第4单元：餐厅；第5单元：礼宾服务；第6单元：处理问题；第7单元：退房。每个单元由四部分构成：课文A、B；课文练习A、B；对话；对话练习A、B。

本书在编写过程中作了大胆的创新，主要表现了以下几个特色。首先，参加编写教材的教师全部是教学岗位上长期从事本课程教学的一线教师。这些教师全部是硕士以上学位，他们既精通酒店专业知识，又精通英语语言。其次，编写本书的过程体现了以学生学习为中心的新教学理念。整本书编写过程中挑选了多所不同高等院校的酒店管理专业学生参与其中，让他们提供编写建议和方案，以做到适合学生学习的体例和内容。再次，编写的内容注重以行业为中心。参编人员亲自走访星级宾馆各部门，了解情况，与员工交谈，获得第一手材料，编写中不断听取他们意见，反复修改。最后，本书参考了国内外大量同类教材的编写体例和内容以及网络资料，使得本书全面贴近时代，与国际接轨。

本书的使用适合中、高等职业院校和高等院校专科和本科低年级旅游和酒店管理类学生使用，同时，也适用旅游和酒店工作人员自学。



# 前言 Foreword

随着我国旅游事业的飞速发展,越来越多的外国游客来到我们这个拥有五千年历史的文明古国。作为窗口行业,饭店业发展迅速,因而各家饭店对工作人员外语水平的要求也越来越高,所以学好饭店专业英语显得尤为重要。本书用英语系统地介绍了饭店各个部门的工作,并详细总结了服务中可能遇到的各种情形,同时也补充了饭店经营过程中可能遇到的新知识。

本教材注重口语训练。本教材的编写宜于学生应用能力的培养,单元对话中反复出现大量需要背诵、模仿的句型,通过进行角色表演可训练学生的听力和口语能力。此外,通过反复大量的练习,可熟练掌握饭店管理中的常用英语语句。避免用学精读的办法学口语,更不要纠缠语法和词法。课文和对话中出现的高频词汇的反复练习并非是简单的重复,而是希望不断强化学生的记忆和认知。在编写过程中,我们参阅了多种国内外相关书籍,力求达到通俗、易懂、全面、实用,使教材更贴近现在饭店服务的需要。

本书在编写结构上精心安排。每个单元由四部分构成:课文 A、B;课文练习 A、B;对话;对话练习 A、B。第 1 单元:饭店业概况;第 2 单元:前台操作;第 3 单元:酒店服务;第 4 单元:餐厅;第 5 单元:礼宾服务;第 6 单元:处理问题;第七单元:退房。

本书在编写过程中得到了原上海旅游高等专科学校校长刘住和西安交通大学出版社的大力支持。本书的具体分工如下:第 1、2 单元:刘堂(上海师范大学旅游学院);第 3 单元:杨雪霁(杨凌职业技术学院)、彭绍春(安徽城市管理职业学院);第 4 单元:高远(云南经济管理职业学院);第 5 单元:徐蓉艳(扬州职业大学);第 6 单元:彭绍春(安徽城市管理职业学院);第 7 单元:贺志勤(上海立达职业技术学院)。全书由刘堂统一设计并校审定稿。

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和使用英语,争取早日提高技能,做好饭店及旅游服务管理工作。由于时间所限,难免存在不妥之处,诚恳希望使用者提出宝贵意见,以便再版时补充提高。

编者

2011 年 2 月

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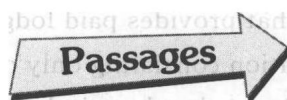
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# Unit 1 An Introduction to Hotel Industry



## Text A

The hotel industry makes a major economic contribution to the global economy by serving both business and tourism development. When the economy is strong, the lodging industry is generally strong. But just as the economy has its cycles of good times and bad times, so does the hotel business. Factors such as oil prices, inflation, and terrorism impact the fiscal health of lodging industry. The industry's ups and downs reflect the limitations inherent in hotel keeping. (1) The product is perishable—a room not sold tonight is lost forever. (2) The location and product inventory (rooms) are fixed—they cannot be moved as demand patterns change. (3) Entry into the business takes large amounts of capital—creating huge fixed costs to promote high occupancies to achieve break-even status. (4) Activity is seasonal—with all the problems of operating an ebb-and-flow business. All this contributes to boom-and-bust cycles as business volume lags or exceeds the industry's break-even point.

## Words & Expressions

major *a.* 主要的  
economic *a.* 经济的  
contribution *n.* 贡献  
global *a.* 全球的  
economy *n.* 经济  
tourism *n.* 旅游  
lodging industry 住宿业  
generally *ad.* 一般地  
cycle *n.* 循环  
factor *n.* 因素

inflation *n.* 通胀  
terrorism *n.* 恐怖主义  
impact *v. / n.* 影响  
fiscal *a.* 财政的  
ups and downs 起落  
reflect *v.* 反映  
limitation *n.* 局限  
inherent *a.* 内在的  
perishable *a.* 易逝的  
inventory *n.* 存货

pattern *n.* 模式  
 capital *n.* 资本  
 occupancy *n.* 客房入住  
 break-even 收支平衡

ebb-and-flow 起落  
 boom-and-bust 繁荣与萧条  
 lag *v.* 落后  
 exceed *v.* 超过

## Text B

A hotel is an establishment that provides paid lodging on a short-term basis. In the past, it provided basic accommodation consisting only of a room with a bed, a cupboard, a small table and a washstand. Now it has largely been replaced by rooms with modern facilities, including en-suite bathrooms and air conditioning or climate control. Additional common features found in hotel rooms are a telephone, an alarm clock, a television, a safe, a mini-bar with snack foods and drinks, and facilities for making tea and coffee. Luxury features include bathrobes and slippers, a pillow menu, twin-sink vanities, and Jacuzzi bathtubs. Larger hotels may provide additional guest facilities such as a restaurant, swimming pool, fitness center, business center, childcare, conference facilities and social function services. Some hotels offer meals as part of a room and board arrangement. In the United Kingdom, a hotel is required by law to serve food and drinks to all guests within certain stated hours. In Japan, capsule hotels provide a minimized amount of room space and shared facilities.

## Words & Expressions

establishment *n.* 企业  
 paid *a.* 付款的  
 lodging *a.* 住宿的  
 short-term *a.* 短期的  
 basis *n.* 基础  
 accommodation *n.* 住宿  
 consist of 由……构成  
 cupboard *n.* 衣橱  
 washstand *n.* 盥洗盆  
 replace *v.* 代替

facilities *n.* 设施  
 en-suite *a.* 成套的  
 luxury *n.* 豪华  
 jacuzzi *n.* 按摩浴缸  
 bathtub *n.* 浴缸  
 social function 社交聚会  
 board *n.* 膳食, 伙食  
 capsule *n.* 胶囊  
 minimized *a.* 最小的, 最少的

**课文练习:**选择方框中词和短语的适当形式填空。

**A**

qualitative quantitative measure classification location meal change  
emerge

What is the hotel business? The WTO counts 12,000,000+ rooms worldwide. The U. S. A. has roughly 40% of that total. The 1 value of the business (market share) is measured in Percentage of Occupancy (Number of Rooms Occupied ÷ Number of Rooms Sold). The 2 value of the business (the class of hotel) is 3 by Average Daily Rate or Sales Per Occupied Room (Room Sales Measured in Dollars ÷ Number of Rooms Sold).

Traditional 4 are used to identify many segments that now comprise the industry. The size and 5 of the property, its services and charges (including the various "plans" for 6 in the daily room rate), and the nature of its clientele (leisure, business, discount, convention, etc.) are among the traditional identifications. There are additional groupings, new classifications that have 7 as the industry adapts its profile to a 8 society.

**B**

personalized shelter history travelers industrial revolution steam engine  
business development needs inn prevail

According to the British laws, a hotel is a place where a "bonafied" traveler can receive food and 1 provided he is in a position for it and is in a fit condition to receive. Hotels have a very long 2, but not as we know today, back in the 6th century BC when the first 3 in and around the city of London began to develop. The first inn catered to 4 and provided them with a mere roof to stay under. This condition of inns 5 for a long time, until the 6 in England, which brought about new ideas and progress in the business at inn keeping. The invention of the 7 made traveling even more prominent. More and more people are traveling not only for 8 but also for leisure reasons. This leads to the actual 9 of the hotel industry as we know today. Hotels today not only cater to the basic 10 of the guest like food and shelter, but provide much more than that, like 11 services, etc.



## Conversations



## Conversation 1: Taking a Reservation by Phone

*Scene: Maryn Karini (M) calls the Pine Hotel to make a reservation. The receptionist (R) receives the phone.*

**R:** Good morning, the Pine Hotel. May I help you?

**M:** Good morning. I'd like to get a room for next month, please.

**R:** When will you be arriving and how many nights will you be staying?

**M:** Arrival on the 7th March, departure on the 11th.

**R:** Hold on a second. Let me check for you. Mm, no problem with four nights. Then how many people would be in your party?

**M:** Just two. Could you please have a room with two queen beds?

**R:** Wait a moment. Let me have a look for the availability. Yes, a double-queen room with 210 US dollars per night. Could you spell your name please?

**M:** M-a-r-y-n K-a-r-i-n-i. And how could I guarantee the reservation?

**R:** Your credit card is needed. Please read out your card number.

**M:** My credit card number is 6227 1101 1345 2234 654.

**R:** When does that expire?

**M:** The expiration date is August 11, 2015.

**R:** Fine. Mrs. Karini. Your reservation is from 7th to 10th March, one double-queen room. And your confirmation number is PH 348. Will there be anything else, Mrs. Karini?

**M:** No, thanks. Everything is fine. Goodbye.

**R:** Goodbye. See you on the seventh.



## Words &amp; Expressions

take a reservation 接受预订

make a reservation 预订

receptionist *n.* 接待员

arrival *n.* 抵达

departure *n.* 离开

hold on 别挂电话

party *n.* 团体, 某方

queen bed 大号床

availability *n.* 可用状况

guarantee *v.* 保证

credit card 信用卡

expire *v.* 过期

expiration *n.* 过期

confirmation *n.* 确认

## Notes

1. 接受电话预订一般要涉及到预定的日期、住宿天数、人数、房型、床铺、姓名、信用卡等问题,最后重复这些问题,以获得口头确认并告知预订号。
2. take a reservation: 接受预订; make/hold a reservation: 预订
3. queen size: 美国:  $1.5\text{ m} \times 2.05\text{ m}$  英国:  $1.5\text{ m} \times 2\text{ m}$  澳大利亚:  $1.5\text{ m} \times 2.05\text{ m}$   
欧洲:  $1.6\text{ m} \times 2\text{ m}$   
king size: 美国:  $1.95\text{ m} \times 2.05\text{ m}$  英国:  $1.85\text{ m} \times 2\text{ m}$  澳大利亚:  $1.85\text{ m} \times 2.05\text{ m}$  欧洲:  $1.8\text{ m} \times 2\text{ m}$
4. will be doing: 描述将来计划一定会发生的事
5. guarantee a reservation: 保证预订,表示用定金或有效信用卡方式确保预订的客房。

## 对话练习

A. 在空格中填入适当的词,完成句子。

1. I'd like to make a \_\_\_\_\_ for a single room in your hotel.
2. How many \_\_\_\_\_ will you be staying in our hotel?
3. How many people are there in your \_\_\_\_\_?
4. How could I \_\_\_\_\_ my reservation?
5. Could you \_\_\_\_\_ your name for me to take down?

B. 翻译括号里的专业词组。

1. Let me \_\_\_\_\_ (看看) for you.
2. \_\_\_\_\_ (抵达) on 7th March.
3. Let me have a look for the \_\_\_\_\_ (可用状况).
4. Your \_\_\_\_\_ (信用卡) is needed.
5. We need a \_\_\_\_\_ (两人大号床) room.



## Conversation 2: Revising a Reservation

*Scene: The hotel clerk (C) receives a call from a man (M) asking for a reservation.  
But the man revises the reservation continuously.*

C: Hello. Sunnyside Inn. May I help you?

M: Yes, I'd like to reserve a room for two on the 21st of March.

C: Okay. Let me check our computer. The 21st of May, right?

M: No. March, not May.

C: Oh, sorry. Let me see. Hmmm.

M: Are you all booked that night?

C: Well, we have one suite available, complete with a kitchenette and a sauna bath.  
And the view of the city is great, too.

M: How much is that?

C: It's only \$ 200 dollars, plus a 10% room tax.

M: Oh, that's a little too expensive for me. Do you have a cheaper room available either on the 20th or the 22nd?

C: Well, would you like a smoking or a non-smoking room?

M: Non-smoking, please.

C: Okay, we do have a few rooms available on the 20th; we're full on the 22nd, unless you want a smoking room.

M: Well, how much is the non-smoking room on the 20th?

C: \$ 80 dollars, plus the 10% room tax.

M: Okay, that'll be fine.

C: All right. Could I have your name, please?

M: Yes. Bob Max.

C: How do you spell your last name, Mr. Max?

M: M-A-X.

C: Okay, Mr. Max, we look forward to seeing you on March 20th.

M: Okay. Goodbye.



## Words & Expressions

revise *v.* 修改

inn *n.* 旅馆, 酒店

reserve *v.* 预订

book *v.* 预订

suite *n.* 套房

available *a.* 可得到的

kitchenette *n.* 小厨房

sauna *n.* 桑拿

view *n.* 景观

plus *prep.* 加上

tax *n.* 税



## Notes

1. 欧美国家饭店客房价格是由房价和购买税加在一起计算的。
2. 英美人的姓名排列次序为名在前, 姓在后。如 Herbert George Wells(赫伯特·乔治·威尔斯), 第一、第二两个词是名, 末一词是姓。

## 对话练习

A. 在空格中填入适当的词,完成句子。

1. We have one suite \_\_\_\_\_.
2. We look forward to \_\_\_\_\_ you on March 20th.
3. We're \_\_\_\_\_ on the 22nd.
4. I need to \_\_\_\_\_ the reservation.
5. Let me \_\_\_\_\_ the computer.

B. 翻译括号里的专业词组。

1. Are you all \_\_\_\_\_ (预订) that night?
2. The \_\_\_\_\_ (景观) of the city is great.
3. It's only \$200 dollars, \_\_\_\_\_ (加上) a 10% room tax.
4. How do you spell your \_\_\_\_\_ (姓)?
5. I have booked a \_\_\_\_\_ (套房) in your hotel.



## Conversation 3: Suggesting Alternative Accommodation

*Scene: Mr. Johnson (J) calls the Pine Hotel for reservation. But the hotel is fully booked for the large meeting. Then the receptionist (R) suggests an alternative accommodation.*

**J:** Good morning. I am calling to reserve a room of July 16th for one night.

**R:** Good morning. Reservations of Pine Hotel. Hold on please. I'm sorry, but we have no vacancies on that day.

**J:** How about July 17th or 15th?

**R:** I'm really sorry. None on either day for the large meeting.

**J:** That's all right. But is there any other way to solve the problem?

**R:** Would you like me to put your name on the waiting list for a room?

**J:** Hmm. No, thanks.

**R:** Then how about calling another hotel—Hill Inn nearby?

**J:** That is a good idea.

**R:** Please call 45333234 and ask for Miss Green. She will help you.

**J:** Thank you. But is that room rate the same as yours?

**R:** Almost. Theirs are a bit smaller than ours.

**J:** That's acceptable. Thank you for your help.

**R:** My pleasure. Enjoy your stay. Bye-bye.



J: Bye-bye.

## Words & Expressions

alternative *a.* 别的, 另外的  
accommodation *n.* 住宿  
waiting list 等候名单  
room rate 房价

ask for 寻找  
acceptable *a.* 可接受的  
vacancy *n.* 空余客房

## Notes

1. I am calling... 是电话中常用句型, 表示打电话的目的。
2. waiting list: 等候名单。当客房预订满额后, 饭店再接到客人预订, 通常要把他们列入等候名单, 因为已经预订的客人可能不来, 或者改变预订时间或客房数量等。

## 对话练习

A. 在空格中填入适当的词, 完成句子。

1. Hold \_\_\_\_\_ please.
2. How \_\_\_\_\_ July 17th or 15th?
3. Please call 45333234 and ask \_\_\_\_\_ Miss Green.
4. But is that room \_\_\_\_\_ the same as yours?
5. I wish you a good \_\_\_\_\_ in our hotel.

B. 翻译括号里的专业词组。

1. I am \_\_\_\_\_ (打电话) to reserve a room of July 16th for one night.
2. \_\_\_\_\_ (预订部) of Pine Hotel.
3. We have no \_\_\_\_\_ (空房) on that day.
4. Would you like me to put your name on the \_\_\_\_\_ (等候名单) for a room?
5. Then how about calling another hotel—Hill Inn \_\_\_\_\_ (附近的)?



## Conversation 4: The Guest's Experience: Meeting a Hotel Representative at the Airport

*Scene: Mr. and Mrs. Potters (P) are arriving at the airport, noticing a woman Terry (T) holding a sign with their names on it. Here comes the conversation.*

**P:** Hi, there. We are Mr. and Mrs. Potters.