

PUP6

21世纪全国高职高专

旅游系列

规划教材

酒店管理专业系列

酒店情景英语

J I U D I A N Q I N G J I N G Y I N G Y U

主 编 魏新民 申延子

- 多种练习包含全部岗位需求
- 仿真场景感悟职业角色内涵
- 角色扮演模拟岗位情景对话



北京大学出版社

PEKING UNIVERSITY PRESS



21 世纪全国高职高专旅游系列规划教材

酒店情景英语

主 编 魏新民 申延子
副主编 宋莉莹
参 编 孙 亮 安 宁
杨丽丹



北京大学出版社
PEKING UNIVERSITY PRESS

内 容 简 介

随着城市建设的加快,酒店行业对外语人才的需求持续增加,尤其是懂专业酒店服务英语的人才更是酒店服务的先锋。酒店英语不是一门普通的专业课,它是一门职业英语技能课程,本书是以学生的职业英语能力,即酒店英语服务能力发展为中心的,根据不同的岗位需求来加强培养学生的多种英语服务能力。本书在编写过程中,遵循语言学习规律,充分体现服务岗位要求与英语语言教学内容之间的关系,并在书中尝试引入案例教学,教学栏目设计具有特色,通过独具匠心的教学情景设置、教学任务设置丰富课堂,力求提高学生的学习兴趣。本书具有职业性、实用性和时代性,体现了培养特色,是酒店英语服务能力培养教学的助推器。

本书可作为高职高专酒店管理专业教材,又可作为酒店工作人员自学用书。

图书在版编目(CIP)数据

酒店情景英语/魏新民,申延子主编. —北京:北京大学出版社,2011.8

(21世纪全国高职高专旅游系列规划教材)

ISBN 978-7-301-19184-2

I. ①酒… II. ①魏…②申… III. ①饭店—英语—高等职业教育—教材 IV. ①H31

中国版本图书馆CIP数据核字(2011)第129241号

书 名: 酒店情景英语

著作责任者: 魏新民 申延子 主编

策 划 编 辑: 刘国明 李 辉

责 任 编 辑: 刘国明

标 准 书 号: ISBN 978-7-301-19184-2/F · 2818

出 版 者: 北京大学出版社

地 址: 北京市海淀区成府路205号 100871

网 址: <http://www.pup.cn> <http://www.pup6.com>

电 话: 邮购部 62752015 发行部 62750672 编辑部 62750667 出版部 62754962

电 子 邮 箱: pup_6@163.com

印 刷 者: 三河市富华印装厂

发 行 者: 北京大学出版社

经 销 者: 新华书店

787毫米×1092毫米 16开本 14.75印张 345千字

2011年8月第1版 2011年8月第1次印刷

定 价: 28.00元

未经许可,不得以任何方式复制或抄袭本书之部分或全部内容。

版权所有,侵权必究

举报电话: 010-62752024

电子邮箱: fd@pup.pku.edu.cn

前言

在世界交往日益频繁的趋势下，英语作为人们在国际交往中使用的主要语言之一，其重要性越来越明显。在贯彻我国“以应用为目的，实用为主，够用为度”的教育方针的前提下，酒店专业英语课程既要培养学生具备必要的英语语言知识，也应强调培养学生运用英语进行有关涉外业务工作的能力。社会对学生的就业要求从注重知识转向了注重技能，因此教学方法也应该从注重教师的教转向注重学生的学，引导学生自主地学习，创设良好的语言环境，为学生营造一个能够进行语言交流的平台。

为了满足酒店管理专业教学改革的需要，体现高等职业教育的教学特点，作为高职旅游（酒店）管理专业的酒店英语课程教材，本书以高职学生英语服务能力发展为中心，将英语语言的学习与酒店岗位职能结合，将英语应用能力的培养与英语服务技能的培养结合起来。在多种英语服务能力培养方面主要注重培养与客人有效沟通的能力、礼仪服务得体的应用能力、完成实际操作的能力（包括 service procedure 服务流程）、处理投诉的能力、解决突发事件的应变能力、酒店产品的销售和产品销售策划能力、提供个性化服务的能力、解决问题的能力、创新服务和创新工作的能力，并以 5P 模式（Profession，职业；Position，岗位；Procedure，工作过程；Point，要点；Performer，演练）为知识载体，旨在全面提高现代酒店人的英语职业素养和职业技能。

《酒店情景英语》共有 4 章，20 个单元，涉及酒店服务的每个环节。Chapter 1 为前厅服务项目，包括前厅客房预订、前厅入住接待、兑换外币、礼宾服务、总机和前台结账离店；Chapter 2 为餐饮服务项目，包括餐厅预订、引领、中餐服务、西餐服务、送餐服务和酒吧服务；Chapter 3 为客房服务项目，包括客房常规服务、个性化服务、房内特殊情况处理和洗衣服务；Chapter 4 为酒店其他特色服务项目，包括商务中心服务、会务服务、酒店商场与康乐服务。每个章节都从主题介绍切入，由真实模拟的岗位情景案例构成，体现各岗位的服务流程及语言技巧。本书还配置了一些岗前实训项目，如派对讨论、角色扮演、找错误、配对子等。本书还尝试引入案例教学模式，使学生在理解分析、解决问题、语言表达等方面的能力得到进阶性提高。

为了使学生更好地掌握酒店英语服务技能，本书采用两结合、两侧重的策略：将课堂学习演练与实践相结合；将英语应用能力的培养与英语服务技能的培养相结合；侧重听说；将酒店对客服务要求和案例演练设计在酒店英语教学和职业英语技能的训练中，培养高职学生娴熟的英语服务应用能力，提升新一代“酒店人”的整体职业



素养。

以行动导向教学法为依托，在本书各个项目的设计中体现了“任务型”教学模式，本书以情景对话为表现形式的特点，实现了教学形式与内容的高度统一；同时对“任务型”教学模式进行细化，将其分为两个阶段，即英语技能的形成阶段（即情景案例对话、服务流程等基本知识）和英语技能的发展阶段（即岗前实训项目、案例分析等），既能培养满足酒店业一般要求的合格学生，又能满足酒店业在此基础上对具有更高英语技能和其他职业技能人才的需求。

本书在编写过程中参考了许多专家学者公开出版的著作和发表的论文，在此谨向这些著作和论文的作者表示诚挚的谢意。本书由魏新民、申延子任主编，宋莉莹任副主编，并由宋莉莹统稿，在编写过程中孙亮、安宁、杨丽丹提供了大量资料。

由于编者水平所限，书中难免有疏漏之处，恭请各位同行多提宝贵意见，以便日后修订，使之日臻完善。

编 者

2011 年 4 月

目 录

Chapter 1	Front Desk	1
Unit 1	Room Reservations	2
Unit 2	Check – in	16
Unit 3	Bell Service	29
Unit 4	Operator Service	39
Unit 5	Foreign Currency Exchange	49
Unit 6	Handling Problems and Complaints	58
Unit 7	Check – out	71
Chapter 2	Food & Beverage	82
Unit 8	Taking Restaurant Reservation & Seating Guests	83
Unit 9	Food & Beverage Service in Western Style	96
Unit 10	Food & Beverage Service in Chinese Style	109
Unit 11	Room Service	121
Unit 12	Bar Service	131
Chapter 3	Housekeeping	142
Unit 13	Regular Services in Guest Rooms	143
Unit 14	Personalized Housekeeping Service	153
Unit 15	Dealing with Special Situations in Guest Rooms	163
Unit 16	Laundry Service	173
Chapter 4	Other Services	184
Unit 17	Business Center	185
Unit 18	MIE Service	197
Unit 19	Health and Recreation Service	206
Unit 20	Shopping Center	218
参考文献	229

Front Desk

Chapter 1



Unit 1 Room Reservations

Subject Description

房间预订是入住酒店必备的一环，预订咨询可能来自多种渠道，如打电话、写信、发传真、发电子邮件或电传等。受理预订需要高超的交际能力：既有书面上的，也有口头上的；既有面对面的，也有通过电话的。此时，工作人员还要向客人介绍酒店的基本设施、具体位置及房价等，因此，作为一名酒店的前台服务人员必须对这些了如指掌。

The reservationists, who are part of the front office staff, work at the front desk (Fig. 1-1) in the lobby. They should provide information about available rooms in the hotel and accept reservations, cancellations, and offer confirmations. When the guests are about to make reservations, the reservationists should greet them and respond to their needs and requests in an appropriate manner. They register guests by obtaining or confirming room requirements; verifying pre-registration, assigning rooms, obtaining personal information and signatures and issuing appropriate room keys or cards. There are many ways for guests to make reservations, such as by personal visit mail, phone, fax or the Internet.



Fig. 1-1 Front Desk

Teaching Objectives

After learning this unit, you will grasp the procedure of hotel reservation, including making reservation on the phone and writing reservation, learn to ask for details, and give some suggestions according to guests' request, then give guests confirmation.

通过本单元的学习，学生要熟悉酒店的预订程序，包括电话预订和书面预订（如 E-mail 预订），学会对细节进行询问（如客人姓名的拼写等），并学会根据客人的需求提出可供选择的建议，以及向客人确认预订信息。

Have a Look and Think

Look at Fig. 1-1 and fill in the blanks below (Fig. 1-2).

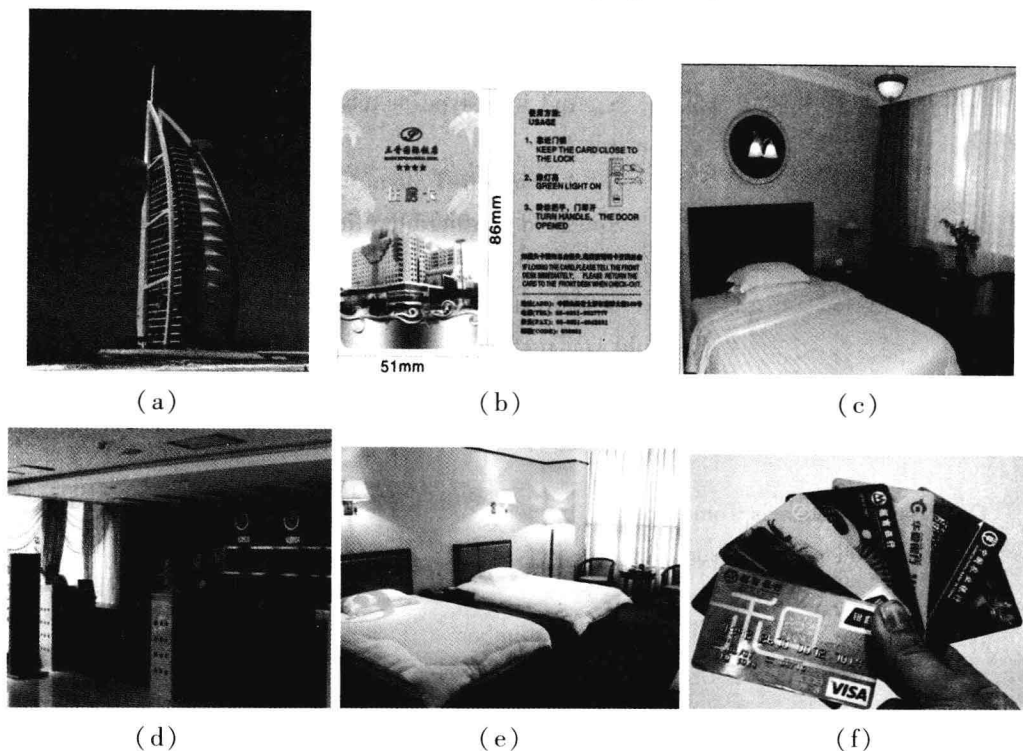


Fig. 1-2 Related content about hotel

- | | | |
|----------------------|-------------------|-----------------------|
| 1. double room _____ | 2. key card _____ | 3. credit card _____ |
| 4. single room _____ | 5. hotel _____ | 6. front office _____ |

Tips

国内星级酒店的6项标准：①饭店建筑设备设施条件；②饭店的服务项目；③饭店设备设施维修程度；④饭店的清洁程度；⑤饭店服务质量和水平；⑥宾客意见。

Situational Case

Case 1 Receiving a FIT Reservation

Context: Zhang Li is the reservations clerk (Fig. 1-3) for the Garden Hotel in China. She is receiving a reservation call from a customer.

(S = Staff G = Guest)

S: Good afternoon, Room Reservations, Zhang Li speaking. May I help you?

G: Good afternoon. I'd like to reserve a room for next Monday the 20th.



Fig. 1-3 Reservations clerk

S: All right. How many nights do you require the room?

G: Four nights.

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

G: Just my wife and myself.

S: And what type of room would you prefer? A double or a twin?

G: A twin - bed room, please.

S: Could you hold the line, please? I'll check our room availabilities for those days... Thank you for waiting, sir. We have a twin at 360 Yuan and another at 500 Yuan. Which would you prefer?

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

S: Certainly, sir. May I have your name and initials, please?

G: Yes, my name is Tom Brown.

S: Could you spell the surname, please?

G: B - R - O - W - N.

S: Mr. Brown, may I have your phone number?

G: Yes, the number is 08 - 321 - 6686.

S: 08 - 321 - 6686. And how are you arriving?

G: By air.

S: May I know the flight number and arrival time?

G: Yes, the flight number is NZ 869, arriving Longjia International Airport at 15:00 p. m. Beijing time.

S: Let me confirm the detail with you, Mr. Brown. One twin room, check - in date Monday the 20th, check - out date the 23rd, in the name of Tom Brown. The room rate will be RMB 500 per night. Am I correct?

G: Yes, exactly. Thank you. Goodbye.

S: Thank you for your reservation, and we look forward to seeing you. Goodbye.

Tips

The basic ways of reservation are shown in Table 1 - 1.

Table 1 - 1 The basic ways of reservation

柜台预订	Talk	口头预订	Verbal
信函预订	Mail	合同预订	Contract
电话预订	Telephone	传真预订	Fax
电传预订	Telex	计算机网络中心	Computer Network



Case 2 Group Reservations

Context: A guest is calling the reservations of Noble Hotel to reserve rooms for a group. A staff receives his requests.

(S = Staff G = Guest)

S: Good afternoon, reservations. May I help you?

G: Good afternoon. I'm calling from Huawei Company. I'd like to know if you have rooms available for the nights from June 5th to June 10th. We are going to have a business conference.

S: May I ask how many people will be in your party?

G: 16 persons.

S: What kind of room would you like?

G: Double rooms with twin beds.

S: A moment, please, sir. I'll check the reservation record on the computer...Thank you for waiting, sir. I can confirm 8 rooms for those days.

G: Thank you. Is there a special rate for a group reservation?

S: Yes, there is a 10 percent discount.

G: That's fine.

S: By the way, how will you be settling the account, please?

G: The company will cover all the expenses and we'll send you a check soon.

S: Thank you, sir. Anything else?

G: Have you got a meeting room for 16 persons?

S: Yes, sir. We have a very nice meeting room for that. Shall I keep it for you for that period?

G: That's great. Thank you and goodbye.

S: We look forward to your arrival. Goodbye.

Tips

预订客房的常见方式有以下 3 种。

(1) 临时性预订 (Simple Reservation), 指客人在即将抵达, 或在抵店的当天进行的预订。酒店有权在下午 6 点前取消。

(2) 确认性预订 (Confirmed Reservation), 指酒店答应为预订者保留客房至某一时间, 但如果客人到了截止时间 (Cut-off Time) 仍未抵店, 又未通知酒店有关推迟抵店情况的, 酒店可将其预订的客房另租给其他客人。

(3) 保证性预订 (Guaranteed Reservation), 前两种方式都属于非保证性预订 (Unguaranteed Reservation)。如果客人要确保酒店保留其预订的房间, 就可以采用保证性预订, 通过使用信用卡、预付订金、订立合同等方法来确保酒店应有的收入; 而酒店则必须保证为其提供所需的客房, 除非接到了预订者取消订房的通知, 否则即使



客人未抵店，也应保留客房至次日退房结账时限为止。

Case 3 Fully Booked

Context: A guest is calling to reserve a single room. The reservation clerk receives him.

(S = Staff G = Guest)

S: Good morning, reservations. May I help you?

G: I'd like to book a single room for 20th this month.

S: A moment please. I'll check if there is a room available for that day...Oh, I'm sorry, sir. Our hotel is fully booked on the day, because it is the peak season.

G: Oh, that's too bad.

S: Would you like us to put you on our waiting list and call you in case we have a cancellation?

G: Thank you. That's very kind of you. But could you recommend me another hotel that won't be full?

S: Yes, of course. Where would you rather like to be, in downtown or in the suburbs?

G: I prefer a place close to the city center.

S: In that case, I would suggest that you try Days Hotel. The phone number is 800123123.

G: Thank you very much. I really appreciate your help. Goodbye.

S: Goodbye and thank you for calling us.

Tips

床具的主要类型：单人床 (Single Bed)、双人床 (Double-size Bed)、大号双人床 (Queen-size Bed)、特大号双人床 (King-size Bed)、加床 (Extra Bed)、婴儿床 (Cot)、沙发床 (Studio Bed)、隐壁床 (Murphy Bed)。

Case 4 Changing the Reservation

Context: Miss Green, a local travel agent, has booked rooms in Huatian Hotel in the name of Tom Smith. But due to the new schedule of negotiation for changes in the booking, he calls the reservations again to alter his reservation.

(S = Staff G = Guest)

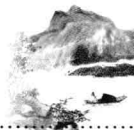
S: Good morning. Huatian Hotel, Room Reservation. How can I help you?

G: Yes. This is Tom Smith calling from New Zealand. I have to change the date of the reservation.

S: How and in whose name has the reservation been made?

G: By E-mail and in my name.

S: Please wait a moment. I'll check it in the computer. Thanks for your waiting. You've booked 10 standard rooms for silk trade negotiation for April 7th, 8th and 9th, is it correct?



G: Right, but the negotiation has been postponed until 4th to 6th of May. Do you think it's possible for us to change the reservation?

S: Let me check the reservation list. Fortunately, we have just 10 standard rooms available for the three days.

G: Very well. And we'll book a business suite as well.

S: Mr. Smith, you need 10 standard rooms and a business suite altogether from 4th to 6th of May. Is that right?

G: Yes, it is. Thanks a lot.

S: It's my pleasure. Goodbye.

Tips

国际酒店常用的计价方式有以下 5 种。

(1) 欧式计价 (European Plan, EP), 所示房价只包括住宿费而不包括其他的服务费用。

(2) 美式计价 (American Plan, AP), 所示房价不仅包括住宿费, 还包括一日三餐的餐费。

(3) 修正美式计价 (Modified American Plan, MAP), 所示房价不仅包括住宿费, 还包括早餐和晚餐的费用。

(4) 欧陆式/大陆式计价 (Continental Plan, CP), 所示房价不仅包括住宿费, 还包括一份欧陆式早餐。

(5) 百慕大计价 (Bermuda Plan, BP), 所示房价不仅包括住宿费, 还包括一份美式早餐。

Common Words

reservation [ˌrezə'veɪʃən] *n.* 预订

FIT reservation 散客预订

available [ə'veɪləbl] *adj.* 有空的

rate [reɪt] *n.* 价格, 费用

initial [ɪ'nɪʃəl] *n.* 姓名的起始字母

arrival time 抵达时间

confirm [kən'fɜ:m] *v.* 确认

percent [pə'sent] *n.* 百分比

expense [ɪks'pens] *n.* 花费

cancellation [ˌkænsə'leɪʃən] *n.* 取消

negotiation [ˌniːɡəʊ'ʃi:ɪn] *n.* 谈判

reserve [rɪ'zə:v] *v.* 预订

twin [twɪn] *adj.* 双人的

availability [ə'veɪlə'bɪlɪtɪ] *n.* 可得到的东西

group reservation/booking 团体订房

flight number (飞机) 航班号

in the name of 以 (某人) 的名义

confirmation [ˌkɒnfə'meɪʃən] *n.* 确认

discount ['dɪskaʊnt] *n.* 折扣

peak/high season 旺季

appreciate [ə'pri:ʃieɪt] *v.* 感激

suite [swi:t] *n.* 套房

Notes to the Dialogues

(1) Receiving a FIT reservation. 接待散客预订。



FIT: Free (Foreign) Independent Traveler, normally requiring accommodation only. 散客, 通常只需要住宿服务。

(2) Zhang Li speaking. 我是张丽。

此句是电话用语 This is Zhang Li speaking. 的缩略形式。类似的说法还有: This is Zhang Li. 或 Speaking. 等, 但 Speaking. 不符合饭店接待要求。

(3) And what type of room would you prefer? 您要哪种房型?

酒店的房型有多种, 如下所述。

单人间 Single Room

大床间 Double Room

双床间 Twin Room

三人间 Triple Room

普通套房 Junior Suite

商务套房 Business Suite

复式套房 Duplex Suite

连接套房 Connecting Suite

豪华套房 Deluxe Suite

总统套房 Presidential Suite

小提示:

谈话教学法是通过师生之间的谈话进行教学的方法, 适合个体化教学辅导。这里, 教师是教学活动的引导者和组织者, 学生是受动者。

作为一种教学方法的谈话, 首先表现在谈话教学有明确的学习目标上。在教学活动开始时, 教师应当让学生详细了解这一学习目标。在行动导向的教学中, 教师还常常与学生共同确定学习目标, 这是自我管理学习的重要特征。

Do you Know?

Seven steps to room reservation:

(1) Greet the guest.

(2) Ask the guest of the reservation information:

The date of arrival and departure

The number of guests

The room type and the number of rooms

(3) Search for the room available/needed in the computer.

(4) Get the following information from the guest:

The name of the group or name of the guest

The guest's telephone number

The contact name and his telephone number

(5) Confirm the reservation.



- (6) Express your wishes.
- (7) Form the reservation record.

Basic factors to room reservation:

- (1) 客人姓名 (Guest Name) 或团队名称 (Name of Group)、编号 (Code)。
- (2) 代订人姓名 (Contact Name)、联系电话 (Telephone Number)、单位 (Company Name) 及地址 (Address)。
- (3) 所需客房的种类 (Room Type) 及数量 (Number of Rooms)。
- (4) 人数 (Number of Guests)。
- (5) 国籍 (Nationality)。
- (6) 抵/离店日期 (Date of Arrival/Departure)、时间 (Time of Arrival/Departure) 及入住天数 (Length of Staying)。
- (7) 折扣优惠 (Discount) 及付款方式 (Payment)。
- (8) 订房入住当天的保留时间 (Cut-off Time)。
- (9) 酒店对宾客预订变更、取消预订的规定 (Agreement on Reservation Amendments/Cancellation)。

Tips

大堂 (Lobby) 是客人办理住宿登记手续、休息、会客和结账的地方, 是客人进店后首先接触到的公共场所。很多酒店在大堂设置大堂吧 (Lobby Lounge), 供客人休息聊天。

总服务台 (General Service Counter/Reception Desk), 简称“总台”, 也叫做“前台 (Front Desk/Front Office)”, 是为客人提供住宿登记、结账、问询、外币兑换等综合服务的场所。

酒店通常设有部门经理 (Division Manager)、主管 (Supervisor)、领班 (Captain)、服务员 (Attendant) 这 4 个主要级别。

Pre-work Training Course

1. Matching

- | | |
|---------------|---|
| () reserve | A. able to be used |
| () rate | B. to tell sb that a possible arrangement, date, time etc. is now definite |
| () guarantee | C. a fixed standard room charge or payment |
| () available | D. to arrange for a place in a hotel, restaurant, plane etc. to be kept for sb. |
| () confirm | E. to promise to pay for the room even if it is not used |

2. Discussion Topics

- (1) You are a clerk at the room reservations. You're now receiving a reservation. What



would you ask first?

(2) How would you find out what kind of room the guest wants?

(3) How do you confirm a reservation that the guest wants to have a single room for two nights from June 15th?

(4) If our hotel is fully booked, how would you politely turn down the request to book a room?

(5) How to conclude a reservation?

3. Simulation Training

Role – playing 1

Guest: Your name is Bill Brown. You'd like to book a single room with a shower for October 5th and 6th.

Clerk: You answer the phone and accept the booking.

Role – playing 2

Guest: Your name is Tom Smith. You want to book a double room for September 30th. As the hotel you are calling is fully booked, you'd like to change for another one.

Clerk: You answer the phone and refuse the reservation. You can give him/her some suggestions.

Role – playing 3

Guest: You've reserved a single room for October 1st to 10th. And you have to cancel the reservation for some reason.

Clerk: You answer the phone and cancel the reservation in normal procedure.

Act out the dialogues with your partners according to the cases we have learnt.

Referenced steps to finish the tasks:

(1) Assigning roles by team leader in each group.

(2) Listing the concept of dialogue in detail.

(3) Preparing the dialogue.

(4) Acting out the dialogue in the class.

(5) Giving suggestion about students' dialogues, English skill and performance by the teacher.

评价参考:

专业知识: (1) 是否掌握为客人预订房间的程序及解决问题的方法。

(2) 肢体语言运用是否得体。

(3) 语言运用是否恰当。

(4) 交际策略使用的频率, 和搭档是否有沟通及表达的真诚度。

英语水平: 可以根据语言表述的准确性和流利程度对学生的模拟对话进行评价。

(1) 准确性

Poor (50 – 59 分) 考生的语言无法听懂, 词汇量极其有限, 语法错误太多, 影响听者的理解;



Weak (60 - 69 分) 大量语音重音错误, 反复使用某些词汇, 存在一些语法错误, 使听者费解;

Fair (70 - 79 分) 一些语音重音错误, 具有基本词汇量, 个别词用错, 掌握了基本语法, 出现了常见的语法错误, 但没有影响总体的表达;

Good (80 - 89 分) 一些语音重音错误, 具有较丰富的词汇量, 具有进行解释的能力, 并且能扩展阐述问题, 个别语句存在语法错误, 虽造成理解问题, 但并不影响听者对整体的理解;

Very Good (90 - 100 分) 有一些语音语调错误, 词汇量丰富、多样, 用词基本上无错, 总体语法准确, 而且不影响表达, 听者完全能听懂。

(2) 流利度

Poor (50 - 59 分) 表达很困难;

Weak (60 - 69 分) 表达困难;

Fair (70 - 79 分) 表达有困难, 听者理解受影响, 经认真听方可理, 停顿较多, 经常重复或重新组织句子;

Good (80 - 89 分) 表达流利, 能连续用英语表达, 偶尔停顿及添加不必要的口头语 (如 um, eh), 有时重复句子或重新组织句子;

Very Good (90 - 100 分) 表达流利, 回答自如, 有即兴反应能力, 偶尔犹豫、停顿、使用口头语和重复。

4. Practical Sentences

预订基本应对

(1) Do you have one single room for two nights?

我想订两个晚上的单人房一间, 行吗?

(2) How many nights do you wish to stay?

您希望住几晚?

(3) Which date would that be?

要订在什么时候?

(4) How many guests will there be in your party?

您一行有多少人?

(5) May I know your name/phone number/E-mail?

能告诉我您的姓名/电话/电子邮件吗?

(6) 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间。

(7) Would you like to make a guaranteed reservation by credit card?

您愿意用信用卡来担保预订吗?

(8) I'd to confirm your reservation.

我想再确认一下您的预订。

海外预订

(1) May I have your airline and flight number, please?