



文化背景 鲜活词语 巧问巧答
流畅金句 仿真会话 纯正美音

附赠 **500分钟**
MP3光盘一张

9000

HOTEL ENGLISH 句

主编◎浩 瀚

审订◎【美】Eve Bower

超越 酒店 英语



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石油工业出版社



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我们会让你摆脱哑巴英语的尴尬,我们会帮你建立英语脱口而出的自信,我们会帮你在社交活动中左右逢源,运用自如。想知道我们的秘密吗? Let's go!

本书把酒店入住中最常用、最精湛、最地道的英语口语总结到各大主题下,内容分为前台、客房部、商务中心、餐饮部、商场部、休闲娱乐和酒店管理七大部分。

在实际使用过程中,本书突出如下特色:

文化背景

萃取传统文化的精华,为读者诠释时尚的主题元素。

鲜活词语

收集鲜活的单词短语,为读者铺设平坦的学习道路。

巧问巧答

列举精彩的话题问答,为读者展示丰富的交流智慧。

流畅金句

摘录流畅的经典金句,为读者介绍一流的表达技巧。

仿真会话

设置仿真的会话场景,为读者提供广阔的演习空间。

纯正美音

配备超长纯正美语录音 MP3 光盘,为读者打造真实的语言环境。

本书形式活泼新颖,中英文对照,适合具有初、中级英语水平的读者和英语爱好者学习。希望本书为读者添加一双灵动的羽翼,使之在酒店英语口语的广阔天空自由飞翔。

相信只要读者持之以恒,反复操练,就一定会在酒店英语交流中从容应对、潇洒自如!

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Chapter 1

前 台

Front Office



Unit 1

房间预定

Room Reservation

Cultural Background 文化背景

When the guests intend to stay in a hotel, especially for a famous hotel, they need to make a reservation in advance. When the clerk receives the call, he needs to ask for several questions including the name of the guest, the arrival time, the number of the guests, etc. .

► 当客人需要入住酒店时,尤其是很受欢迎的酒店,都需要提前预订。当店员接到电话时,他要问清一些事项,比如客人的名字、到达时间、客人人数等。

Lively Words 鲜活词语

availability [əˌvɪlə'bɪlɪti] 可用性,有效性

reservation [ˌrezə'veɪʃən] 预订

registration [ˌredʒɪ'streɪʃən] 登记

receipt [ri'si:t] 收据

deluxe [di'lʌks] 豪华的,高级的

deposit [di'pɒzɪt] 订金

in advance 预先,提前

king size 特大(号)的

presidential suite 总统套房

responsibility [rɪs,pɒnsə'bɪlɪti] 责任

cancellation [kænsə'leɪʃən] 取消

record [ˈrekɔ:d] 记录

in the name of 以……的名义

bath [bɑ:θ] 浴室

single room 单人房

business suite 商务套房

view [vju:] 景色,风景

discount ['diskaunt] 折扣

situation [ˌsɪtju'eɪʃən] 情况

charge [tʃɑ:dʒ] 费用

contact ['kɒntækt] 接触,联系

air conditioner 空调设备

recommend [rekə'mend] 推荐

consider [kən'sɪdə] 考虑

offer ['ɒfə] 提供

in case 以免,万一

individual [ˌɪndɪ'vɪdʒuəl] 散客预订

confirm [kən'fɜ:m] 确认

convention [kən'venʃən] 会议

Questions and Answers 巧问巧答

1. What kind of room would you prefer?
I'd like to reserve a room with a sea view.

Q 您想要什么样的房间?
A 我想订一间可以看海景的房间。

2. Do you have one single room for one week?
Could you hold the line, please? I'll check our room availability.

Q 你这边有单人房可以让我住一周吗?
A 请稍等。我看看我们的客房预约记录。

3. Is this a new reservation or a confirmation call?
I'd like to confirm a reservation.

Q 您打电话过来是预订新房间还是确认预订?
A 确认预订。

4. I'd like to extend my reservation for 3 days.
We'll extend the reservation for you.

Q 我想将我的预订延长3天。
A 我们会为您延长时间的。

5. Would you like a room facing the park or the street?
No, thanks.

Q 您要朝公园或大街的房间吗?
A 不了,谢谢。

6. Single or double?
I prefer single.

Q 单人房还是双人房?
A 单人房。

7. How long do you intend/plan to stay at this hotel?
About one week.

Q 您打算在这儿住多久?
A 大约一周。

8. Would you mind telling me your name, sir, please?
This is John Smith.

Q 请问先生怎么称呼?
A 约翰·史密斯。

9. I'd like to book a single room with bath from the afternoon of October 5th to the morning of October 10th.

We do have a single room available for those dates.

- Q 我想预订一个带浴室的单人房间,10月5日下午到10月10日上午用。

- A 我们确实有一个单间,在这段时间可以用。

10. What is the rate, please?

The current rate is \$60 per night.

- Q 请问房费是多少?

- A 现在房费是60美元一晚。

11. Thank you for calling the Great Wall Hotel.

I'd like to reserve a room.

- Q 感谢您致电长城酒店。

- A 我想要预订一个房间。

12. Can you make it another date?

I can't change the dates of my stay.

- Q 您能否改为其他日期呢?

- A 我无法更改住宿的日期。

13. What time will you arrive?

I'm not sure. Maybe 8:00 or 9:00 at night.

- Q 您会在何时抵达?

- A 我不能确定,也许是晚上八九点吧。

14. I'm afraid we have no triple rooms but we can put an extra bed into one of our double rooms. Would that suit you?

OK.

- Q 我们恐怕没有三人房了,但是我们可以在双人房里另加一张床,这样可以吗?

- A 好的。

15. I want a room on a higher floor.

Sorry. Rooms in higher floor are all reserved.

- Q 我要一个高层的房间。

- A 对不起,高层的房间都已经被预订了。

16. Have you got a studio room? Because I have to work there.

Wait a minute, please. I'll check our record.

- Q 你们有工作室套房吗?我得在那儿工作。

- A 请稍等,我查一下记录。

Practical Sentences 流畅金句

On the Hotel's Side 酒店一方

1. Could you wait a minute, please?
请您等一下好吗?
2. Are you with a company? 有人跟您一起来住吗?
3. How many people are there in your party? 你们一共有多少人?
4. When do you need the room? 您什么时候要这房间?
5. I'm sorry, but the hotel is full on that date. 抱歉,那天的旅馆都客满了。
6. For \$70 we'll provide you with a telephone, a mini-bar. 交70美元租金,我们给您提供一部电话、一个小冰柜。
7. It's 40 dollars for a single and 60 dollars for a double, tax extra. 一个单人房40美元,一个双人房60美元,税金另加。
8. We offer 10% discount for group reservation, sir. 先生,对于团体预订,我们打九折。
9. May I have your name and your initials? 请告诉我您的名字及名字的开头字母好吗?
10. Would you like us to send you a brochure? 我们给您寄一份我们饭店的小册子好吗?
11. There's a minimum price for off-season stay and a maximum price for peak-season. 淡季有最低价,旺季有最高价。
12. The charge includes only bed and breakfast. 费用只包括床位及早餐。

On the Customer's Side 顾客一方

1. I'd like to reserve a room in your hotel. 我想预订房间。
2. I'd like to reserve five rooms for my friends. 我想为我的朋友预订五个房间。
3. Do I pay in advance? 我需要先交预付款吗?
4. That's fine. I'll take it. 好吧,我就要这间了。
5. I want a quiet room. 我需要安静的一个房间。
6. Do you have an inexpensive room? 你们有没有便宜的房间?
7. Do you have a bigger room? 你们有没有更大的房间?
8. Do you have a room with a nice view? 你们有没有可以眺望景色的房间?
9. We'll take two smoking, connecting rooms. 我们订两个可以吸烟的、挨在一起的房间。
10. By the way, is there a special rate for a group reservation? 顺便问一下,团体预订是不是可以打折?
11. Does it include tax and service charge? 含税和服务费吗?
12. I'd like to book a single room with

bath for Mr. Lee for the 20th of June.
我要为李先生预订一个6月20日的带浴室的单人房间。

13. Please book it under the name of Mr. Lee. 请以李先生的名义预订吧。

Sample Conversations 仿真会话

Conversation 1

A: Good afternoon, sir. This is Great Wall hotel. What can I do for you?

B: Yes. I'd like book a standard room with a bathroom.

A: Let me see if there is a room available.

B: OK.

A: Sorry. The standard room with a bathroom is not available. Would you please change to a single room or a double room?

B: All right. I would like a double room.

A: Will you please fill in the registration form?

B: OK.

A: 下午好, 先生。这里是长城饭店, 有什么我能为你服务的吗?

B: 是的。我想预订一间有浴室的标准间。

A: 我查一下是否有空房。

B: 好的。

A: 对不起。有浴室的标准间已经订满了。您想换一间单人或双人间吗?

B: 好的。我想要一间双人房。

A: 请您填一下这个登记表可以吗?

B: 好的。

Conversation 2

A: Good morning, madam. Welcome to Great Wall hotel. Can I help you?

B: Good morning. I'd like to reserve some rooms for a business party. Can you give me some introduction?

A: It's my pleasure. We have single rooms, double rooms, suits and deluxe suits, etc.. This is an introduction of our hotel.

B: That's very nice. I'd like to book 4 single

A: 早上好, 女士。欢迎您到长城饭店来, 能为您效劳吗?

B: 早上好。我想为一个商务团预订房间。您可以给我介绍一下吗?

A: 乐意为您效劳。我们有单人房、双人房、套房和豪华套房等。这是我们的酒店介绍。

B: 太棒了。我想订4间单人房, 6个标准间

- rooms, 6 standard rooms and 3 suits. 和 3 间套房。
- A: OK. For which dates do you want to book these rooms? A: 好的。您想订哪几天的?
- B: From this Thursday to next Friday. That's 8 days in all. B: 从这周四到下周五, 一共 8 天。
- A: No problem. Would you please fill out the registration form and pay a deposit of 1,000 USD in advance? A: 没问题。麻烦您填好登记表并预付 1000 美元的订金。
- B: No problem. Here you are. B: 没问题。这是订金。
- A: Thank you. Please keep this receipt and check in. A: 谢谢。您收好收据, 登记的时候要用。
- B: Thank you. Goodbye. B: 谢谢, 再见。
- A: Goodbye. A: 再见。

Conversation 3

- A: This is Great Wall hotel Room Reservations. What can I do for you? A: 这里是长城饭店客房预订处。乐意为您效劳。
- B: Yes. I'd like to cancel a reservation. B: 我想取消已经预订的房间。
- A: OK. Could you please tell me in whose name the reservation made? A: 好的。请将预订房间的名字告诉我。
- B: Tomas Green. B: 托马斯·格林。
- A: And the date of the reservation? A: 房间预订的日期呢?
- B: From July 10 for one week. B: 从 7 月 10 号起共 1 周。
- A: Excuse me, is this the reservation for yourself or for others? A: 请问这个预订是为您本人办理还是为别人?
- B: It's for myself. B: 为我自己。
- A: Thank you, sir. I will cancel the reservation for July 10 for one week. We look forward to another chance to serve you. A: 谢谢。我将取消 7 月 10 日起共 1 周的预订。欢迎下次光临本酒店。
- B: Thank you all the same. B: 谢谢你。
- A: It's my pleasure. Goodbye. A: 很高兴为您服务, 再见。

Conversation 4

- A: This is Great Wall hotel Room Reservations. A: 这里是长城饭店客房预订处。乐意为您

tions. What can I do for you?

B: Yes. I'd like to reserve a double room for next Tuesday.

A: Hold on please. I'll check our room availability for you. Thank you for waiting. I'm afraid we have no double rooms available but we can offer you 2 single rooms.

B: I see. How much will that be?

A: We have 3 types, 150 USD, 180 USD and 200 USD. Which would you prefer?

B: I'll prefer 180 USD.

A: OK. Thank you, sir.

效劳。

B: 我想预订下周二的一个双人间。

A: 请稍等,我要查那几天的空房。让您久等了。我们没有双人间了,但是我们可以给您提供2个单人房。

B: 好的,价钱是多少?

A: 我们有150美元,180美元和200美元三种。您喜欢哪种?

B: 180美元的。

A: 好的,谢谢您,先生。

Conversation 5

A: Which date would that be?

B: From Sep 20th to 22th, 3 days in all.

A: 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?

B: No, that's not possible.

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

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

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

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

A: We're very sorry, sir. We hope you understand. Or would you like that we making a reservation in other hotel for you?

B: Yes, please. That's very nice of you.

A: 要订在什么时候?

B: 从9月20号到22号,共3天。

A: 请别挂断,我要查一下那天的空房间……让您久等了,先生,本店那晚的房间恐怕已经登记额满,您能否换一下预定日期?

B: 不,不可能。

A: 或许有人会取消预约,请您接近那个日期再打电话来好吗?

B: 好的,如果真有人取消,能不能尽快让我知道呢?

A: 先生,非常抱歉,我们不能那样做,如果改由您打电话来,我们将非常感激。

B: 哦,如果是这样……

A: 先生,非常抱歉,希望您谅解。或者我们在别的酒店为您预订?

B: 好的,谢谢。你真是太好了。

Unit 2 门童和行李员

The Doorman and Porter

Cultural Background 文化背景

Doormen are stayed at the entrance to the hotel and help the guests or visitors in and out of the transportations. They call for taxis, so they must be aware of different means of transportation in the city. Very often guests will ask them for directions to cafes, places of business, or even other hotels. When VIPs come to a hotel, the red-carpet treatment begins with the doormen.

► 门童是在饭店的入口处帮助客人或来访者进出安排各种交通工具的。他们帮客人叫出租车,所以他们必须清楚地了解市内各种交通方式。客人经常会问他们怎么去咖啡馆、商业区,甚至别的饭店。当有贵宾来的时候,他们还要铺上红地毯去迎接贵宾。

Lively Words 鲜活词语

transportation [ˌtrænsˈpɔːtɪfən] 交通

beauty salon 美容院

souvenir [ˈsuːvəniə] 纪念品

red-carpet 红地毯

cozy [ˈkəʊzi] 舒适的

convenient [kənˈviːnjənt] 方便的

destination [ˌdestiˈneɪʃən] 目的地

fragile [ˈfrædʒaɪl] 易碎的

china [ˈtʃaɪnə] 瓷器

certificate [səˈtɪfɪkət] 证书, 证明

submit [səbˈmɪt] 提交

slip [slɪp] 便条

traffic [ˈtræfɪk] 交通

front desk 前台

check in 住宿登记

baggage cart 行李车

express [ɪksˈpres] 直接的, 快速的

immediately [ɪˈmɪdʒətli] 立即, 马上

specified [ˈspesɪfaɪd] 具体指定的, 详细指明的

elevator [ˈelɪveɪtə] 电梯

facility [fəˈsɪlɪti] 设施

attendant [əˈtendənt] 侍者, 服务员

recognize [ˈrekəɡnaɪz] 迎接

post [pəʊst] 柱子

valuable [ˈvæljuəbl] 贵重的

item [ˈaɪtəm] 物品

revision [rɪˈvɪʒən] 修订, 修改

paperwork [ˈpeɪpəwɜːk] 文书工作

arcade [ɑːˈkeɪd] 拱廊

limo [ˈlɪməʊ] 豪华轿车

Questions and Answers 巧问巧答

1. Welcome to Great Wall Hotel. Have you got any baggage?
It's in the taxi trunk.
- Q 欢迎光临长城饭店。请问您的行李在哪里?
A 在出租车行李箱里。
2. There are altogether two pieces of baggage. One is a big leather bag. Another is a big suitcase. Are these all?
Yes. Thanks.
- Q 总共有两件行李,一个是大皮包,一个是大箱子,这是全部行李吗?
A 是的,多谢了。
3. The reception desk is straight ahead. I'll send your baggage to your room when I get your room number.
Thank you.
- Q 接待处就在前面。告诉我房间号后,我就将行李送到您房间。
A 谢谢。
4. Leave it to me.
That's very nice of you.
- Q 让我来吧。
A 你真是太好了。
5. I'll take care of your baggage, sir.
Thank you. I can do it myself.
- Q 先生,我来帮您拿行李吧。
A 谢谢,我自己来吧。
6. Excuse me, I have a lot of baggage. Can you do me a favor?
One moment, please. I'll get a trolley.
- Q 你好,我的行李太多了,你能帮我一下吗?
A 请稍等,我去拿一个手推车。
7. I'll show you up to your room.
Thank you.
- Q 我来领您去房间。
A 谢谢。
8. Is this your first time to stay in our hotel?
Yes.
- Q 您是第一次住我们饭店吗?
A 是的。
9. May I have a look at your room card?
- Q 让我看一下您的房卡,好吗?

OK. Here you are.

A 好的。给你。

10. May I put the luggage here?

That's OK.

Q 我可以把行李放在这儿吗?

A 好的。

Practical Sentences 流畅金句

Welcoming a Guest 迎接来宾

1. Good evening, madam and sir. I'm the bellboy. 太太, 先生, 晚上好, 我是行李员。
2. Very glad to have you here. 非常高兴您能到这里来。
3. Glad to meet you. I hope you will enjoy your stay with us. 很高兴见到您。希望您在我们宾馆过得愉快。
4. Would you please follow me? 请这边走, 好吗?

To Deliver Luggage 提送行李

1. How many pieces of baggage do you have? 您有几件行李?
2. Is this all your baggage? 这是您所有的行李吗?
3. Is there anything valuable or breakable in your bag? 您的袋子里有什么贵重物品或易碎的东西吗?
4. Watch your step and come this way, please. 请小心台阶, 跟我来。
5. Let me take the baggage for you. 我来帮您拿行李。
6. Where can I put the baggage? 我把您的行李放在哪儿?
7. One moment, please. I'll get a trolley. 请稍等, 我去拿一个手推车。
8. May I put your suitcase here? 我可以将您的行李放在这里吗?
9. I'll get the baggage up to your room. 我来帮您把行李搬到房间去。
10. I'll take care of your baggage, sir. 先生, 让我来帮您拿行李。
11. Shall I carry the suitcase for you? 我替您提箱子, 好吗?
12. Shall I show you to your room? 我领您去房间, 好吗?
13. Your baggage will be brought up straight away. 您的行李马上会给您搬上来。
14. The bellboy will take you up. 这位行李员会领您上去。
15. Your luggage will come up separately. 您的行李将单独送上来。
16. Please don't leave anything behind. 请别遗忘您的东西。
17. Would you mind taking these bottles with you? 您介意自己拿这些瓶子吗?