

旅游专业英语规划系列教材

Hotel English

LISTENING & SPEAKING

酒店英语听说

强化教程



韩雪 编著



北京第二外国语学院
旅游教育出版社

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[美] W. Daniel Garst 审定



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F 出版说明 Foreword

本教材是编者在近十年讲授旅游专业酒店英语课程过程中,充分吸取多种酒店英语教材版本的优点,并结合该专业及当代学生特点编写而成的,经过反复实践、反复修改,数易其稿,终于得以与读者见面。

本教材紧紧围绕酒店一线员工工作业务展开内容编写,分为“前厅篇”、“客房篇”、“餐饮篇”和“其他部门篇”四大部分,并细分为16个单元,每单元有5课内容,全书共计80课,每课有两页内容。各单元和各课内容设置比较均衡,便于课堂教学的开展。本书特色概括如下:

一、最大程度模拟酒店工作场景,可即学即用。教材内容完全按照酒店的常规部门设置、酒店业务流程和规范展开编写,以主流的任务式教学为主旨,紧紧围绕“为客人提供优质高效服务”主题设计大量场景任务,使学生在完成学习任务的过程中同时提高基本语言能力和熟悉酒店工作流程与规范。

二、以“课”为基本教学单位,每课设计两个页面,单双页对面放置。其中一页为主要教学内容,另一页为相关练习,可以即学即练,及时复习巩固前面所学内容。

三、强化听说训练,改变以往酒店英语教材偏重阅读、淡化听说的现象。每个学习单元都设计了充足的酒店英语口语交际和听力练习内容,这种场景化、具有针对性的强化训练对提高学生的专业英语听说能力可以起到非常大的帮助。为了加强训练效果,我们为每个Vocabulary(词汇)、Conversation(会话)、New Words(生词)及各种Listening(听)模块的内容配了录音,录音光盘总时长约5个小时。配有录音的模块在教材中用形式表示。

四、模块设计多变,图文并茂,训练项目丰富、趣味化。本教材一改以往酒店英语教材存在的习题量少且演练内容又与酒店工作内容关联度不大的问题,以训练专业语言能力为核心,综合运用多种训练手段,如“听词排序”、“听词填空”、“听句子选择”、“听对话配图”、“听内容填表”、“听写练习”、“问题回答”、“词图配对”、“理解判断”、“图表练习”、“情景会话”、“口语角色扮演”、“内容排序”、“英汉对译”、“单词释义”、“补全对话”等;同时,尽量避免两个相邻单元形式雷同,以免学生产生疲劳感。

另外,鉴于本教材内容具有相对的独立性和完整性,同时又特别注重专业英语听说能力的训练,本教材既可供课时安排相对较少的旅游/酒店相关专业作为独立的教材使用,同时也可供课时安排相对较多的专业将本书作为专门的专业英语听说教材、配合同系列教材中的《酒店情境英语》(上、下册,含光盘)使用。

在此我们要特别感谢为本书绘制插画的赵世华先生,以及为本书提供实景图片的相关酒店和酒店一线工作人员,他们的图照为本书大大增光添彩。

如果您对本教材有何建议或疑问,欢迎来邮件交流。我们的邮箱:wytet@126.com。

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Unit One Room Reservation 客房预订

Lesson 1 Types of Hotel Accommodations 客房种类

1

A Vocabulary: Types of Hotel Rooms

single room: room for one person with a single bed.

double room: room for two people with one double bed.

twin room: room for two people with two single beds.

triple room: room for three people with either three single beds or a double bed and a single bed.

family room: room suitable for a family with children with four or more beds.

suite: a set of two or more rooms including at least one bedroom and a sitting room.

junior suite: a small suite with a sitting room.

deluxe suite: a suite that has 2 or 3 rooms with one living room, one bedroom provided with a king-size bed, and one dining room or meeting room.

presidential suite: a suite that has more than 5 rooms with luxurious fittings and decorations.

adjoining rooms: two or more hotel rooms located side by side without private connecting doors.

connecting rooms: two or more rooms with private doors permitting access from one to the other without use of the hotel corridor.

New Words

1. triple ['trɪpl] adj. 三人的

2. suite [swi:t] n. 套房

3. junior ['dʒu:njə] adj. 较小的

4. deluxe [di'lʌks] adj. 豪华的

5. presidential [ˌprezi'denʃəl] adj. 总统的

6. adjoining [ə'dʒɔɪnɪŋ] adj. 邻接的

B Listen to the conversation and tick (✓) the questions the reservationist (预订员) asks about the reservation.

1. How would you like to pay?

2. When will you be arriving?

3. How many nights will you be staying?

4. What kind of room would you like?

5. May I have your name, please?

6. How many people would that be?

7. Could you spell your name for me, please?

8. Could I have your telephone number, please?

C Listen to the conversation in Part B again and decide which reservation card has recorded the correct reservation information.

1.

2.

3.

Reservation Card

Name Mr. Bill Swanson

Type of room Single

No. of rooms One

Arrival date May 1st

Departure Date May 4th

Telephone 139-4412-5678

Reservation Card

Name Mr. Bill Swanson

Type of room Single

No. of rooms One

Arrival date May 1st

Departure Date May 5th

Telephone 139-4412-7856

Reservation Card

Name Mr. Paul Swanson

Type of room Single

No. of rooms One

From May 1st To May 4th

Telephone 139-4412-5678

Exercises

1.1 Match the English expressions in Column A with their Chinese translations in Column B.

Column A

1. single room _____
2. double room _____
3. twin room _____
4. triple room _____
5. family room _____
6. suite _____
7. junior suite _____
8. presidential suite _____
9. deluxe suite _____
10. adjoining rooms _____
11. connecting rooms _____

Column B

- A. 连通房
- B. 经济套房
- C. 家庭客房
- D. 豪华套房
- E. 相邻房
- F. 总统套房
- G. 双人间
- H. 套房
- I. 单人间
- J. 标准间
- K. 三人间

1.2 Look at the hotel reservationist's computer screen below. A guest named Bill Swanson wants to book a room. With a partner, brainstorm the questions he might hear from the reservationist. Write them down and then compare with the ones you ticked in Part B.

Garden Hotel Booking Form	
Name: _____	
Tel.: _____	
No. of Nights: _____ From _____ To _____	
Room Type: _____	
No. of Persons: _____	
Click ENTER for list of vacant rooms (空房间)	

Write your questions here:

Example: When will you be arriving?

1.3 As a reservationist, can you ask the following questions in a more polite way?

1. What's your name?
2. What kind of room do you want?
3. Can you spell your name?
4. What's your telephone number?

1.4 Complete the following sentences with the best possible expressions in the box below, and then discuss with a partner.

a deluxe suite, a single room, a double room, a family room, four twin rooms, a triple room

1. I would like to book _____ for a couple.
2. Three college students need _____ in a small hotel.
3. Mr. Brown wants to reserve _____ for his wife and two daughters.
4. Eight friends want _____.
5. A secretary would like to reserve _____ for his boss.

Lesson 2 An FIT Reservation 散客预订

2

A When dealing with an FIT reservation, a reservationist may follow the following procedures and ask relative questions. Try to understand them and then turn to Part B for directions to fill in the blanks below.

- | | |
|-----------------------------|--|
| 1. Greet the guest | Good morning, Friendship Hotel.
How may I help you? _____ |
| 2. Enquire about room types | What kind of room would you like? _____ |
| 3. Ask about the dates | When would you like it, sir? _____ |
| 4. Get further information | Could I have your name and phone
number, please? _____ |
| 5. Confirm the reservation | You reserved a single room from
June 24 th to 26 th . _____ |

B Study the following five sentence groups. You may find each of these sentences is similar to one of those in Part A. Match those sentences by filling in the blanks in Part A.

- ① For which dates, sir? ② What sort of room do you prefer?
③ May I have your name, please? ④ A suite from March 3rd to 6th for Mr. Wood.
⑤ Good evening, Garden Hotel. What can I do for you?

C Conversation

(R: Reservationist; G: Guest)

R: Good morning, reservations. How may I help you?

G: Good morning. I'd like to book a single room with shower.

R: When would you like it, sir?

G: From the 23rd to the 26th of June.

R: Hold on, please. Let me check... Yes, we do have single rooms available during those dates.

G: That's good. What is the daily rate?

R: It's 290 Yuan per night.

G: Does that include breakfast?

R: Yes, a Chinese breakfast is included.

G: Sounds great.

R: Could I have your name and telephone number?

G: Yes, it's Harry Smith and the number is 0057-3270-5499.

R: That's 0057-3270-5499. What time will you be arriving on the 23rd, Mr. Smith?

G: Around 7:00 p.m.

R: Thank you, Mr. Smith. I've booked you a single room, with breakfast from June 23rd to 26th. We look forward to your stay with us.

Questions

1. What kind of room does the guest want?
2. What is his first name?
3. Does the price include breakfast?

New Words

1. FIT (= free individual traveler) n. 散客
2. shower ['ʃaʊə] n. 淋浴
3. available [ə'veɪləbl] adj. 可利用的

Exercises

2.1 Oral Practice

Pair work. Role-play the following situation.

Student A: You are Mrs. Baker and want to book a double room for you and your husband from May 15th to 17th.

Student B: You are a reservationist. Tell Mrs. Baker that the room rate is 450 Yuan per day without breakfast. Ask Mrs. Baker questions regarding the date of arrival (到达) and departure (离开), flight number, and the like.

2.2 Write short dialogues between a hotel reservationist and a guest for each of the following situations.

- Greet the guest _____
- Enquire about room types _____
- Ask about the dates _____
- Get further information _____
- Confirm the reservation _____

2.3 Complete the sentences with the proper form of the words below.

what, book, how many, number, available, arriving, rate, shower, spell, quiet, welcoming

- For _____ nights, ma'am?
- What time will you be _____ on 28th?
- _____ kind of room would you like?
- Could you _____ your name for me, please?
- I'd like to _____ a deluxe suite for tomorrow.
- The daily _____ for a single room is 450 Yuan.
- Could you make sure it's a _____ room, away from the main road?
- We look forward to _____ you on April 21st.
- Could I have your telephone _____, please?
- I'd like to book a single room with _____.
- We have double rooms _____ during those dates.

2.4 Match the following sentences with ones from the speech balloon with a similar meaning.

- What kind of room would you like? _____
- When would you like your room? _____
- What is the room rate? _____
- What time will you be arriving? _____
- May I have your telephone number, please? _____

- A. At what time should we expect you?
 B. For what dates, sir?
 C. What sort of room do you prefer?
 D. Is there a telephone number that we can contact you?
 E. How much is it?

Lesson 3 A Group Reservation 团体预订

A Listen to the conversation between a reservationist and a guest. Fill in the reservation card below.

Garden Hotel Reservation Card	
Mr./Mrs./Miss: _____	Departure date: _____
Arrival date: _____	Room type: _____
No. of rooms: _____	Method of payment: _____
Room rate: _____	
Telephone: _____	

B Conversation

(R: Reservationist; G: Guest)

R: Good morning, reservations. How may I help you?

G: This is Peter Wood calling from Shanghai International Trading Company. I'd like to book seven twin rooms and one junior suite from October 11th to 16th.

R: Let me see... We can reserve you seven twin rooms and one junior suite for those dates.

G: Good. Can you tell me the room rates, please?

R: A twin room is 470 Yuan per night and a junior suite is 880 Yuan.

G: Is there any discount for a group reservation?

R: Yes, Mr. Wood. We can give you 10% off.

G: That's great! With or without breakfast?

R: The room rate includes buffet breakfast.

G: Please make it a guaranteed reservation.

R: Good. How would you like to pay, Mr. Wood? A deposit is required.

G: Can I pay by Master Card?

R: Of course. Could I have the credit card number and expiration date, please?

G: The card number is 4765 2281 3357 8933 and it expires on September 25th, 2015.

R: Thank you. Is there a telephone number, Mr. Wood?

G: Yes, it's 021-6655-9238.

R: Very good, Mr. Wood. What time will you be arriving?

G: About 5:00 p.m., I suppose.

R: Thank you, Mr. Wood. Seven twin rooms and one junior suite from October 11th to 16th. We look forward to seeing you.

Questions

1. Where is the guest calling from?
2. How many rooms does the guest book?
3. How much is a junior suite per night actually?
4. Is it a guaranteed reservation?

New Words

- | | |
|-------------------------------|---------------------------------------|
| 1. trade [treɪd] n. 贸易 | 5. guarantee [ˌɡærən'ti:] v. 保证 |
| 2. discount ['dɪskaʊnt] n. 折扣 | 6. credit ['kredɪt] n. 信用 |
| 3. buffet ['bʊfeɪ] n. 自助餐 | 7. expire [ɪks'paɪə] v. 期满 |
| 4. deposit [dɪ'pɒzɪt] n. 押金 | 8. expiration [ɪkspi'reɪʃn] n. 终止; 截止 |

Exercises

3.1 Oral Practice

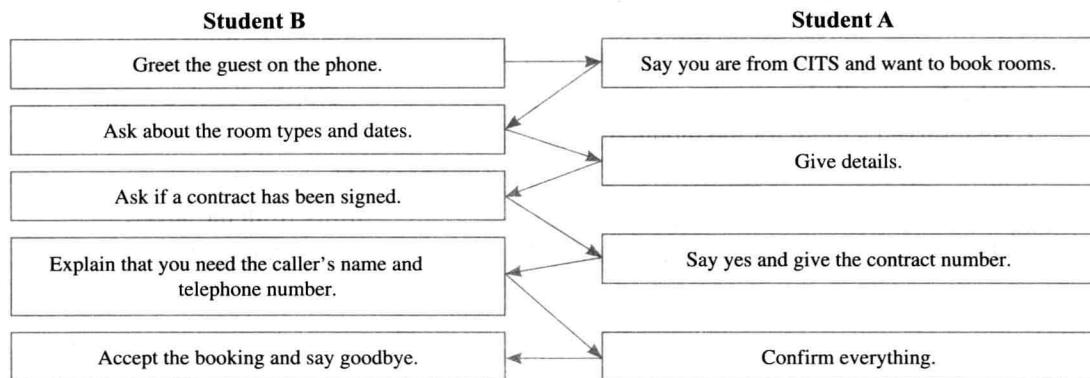
Pair work. Role-play the following situations.

1. Student A: You are a teacher and would like to book 10 twin rooms and 3 triple rooms for students from August 2nd to 6th.

Student B: You are a reservationist. Answer the phone and accept the booking.

2. Student A: You are a tour guide from CITS (中国国际旅行社). You want to book 17 double rooms and 5 single rooms.

Student B: You are a reservationist. Your hotel has signed a contract with CITS. Check the room availability and accept the booking.



3.2 Match the guest's requests with the reservationist's responses.

Guest:

- _____ 1. I'd like to reserve rooms for my father- and mother-in-law, my wife and two children.
- _____ 2. A group of students will take part in a contest in your city during the summer vacation.
- _____ 3. Mr. Black wants to reserve a room for his wedding ceremony on May 1st; at least 300 people are coming.
- _____ 4. The president of our company and his wife are coming next week. He would like something deluxe.
- _____ 5. Jack wants an inexpensive room for his father to stay for a week in July.

Reservationist:

- A. Well, our conference hall is especially built for those types of occasions. It can accommodate up to 400 people. Will that suit you?
- B. We will try our best to book connecting rooms for you. If that's not possible, would you mind adjoining rooms, instead?
- C. I see. I'm sure that he'll like our deluxe suite.
- D. We have a single room on the ground floor without shower or bath, the room rate is 50 Yuan per night.
- E. How about triple rooms for 80 Yuan per night, including breakfast.

Lesson 4 Room Overbooking 客房超额预订

A Listen to the conversation between a reservationist and a guest who is reserving a room. Tick (✓) the correct answers.

- Where is the guest calling from?
Paris *New York* *London*
- What kind of room does he want?
Single *Suite* *Double*
- How many nights will he stay?
Two *Three* *Four*
- What is his date of departure?
30 *13* *31*
- What is his telephone number?
0053-7722-3442 *0035-5772-3322* *0035-6722-5342*

B Listen to the conversation in Part A again. Fill in the missing words below.

- John James called _____ Hotel to book a room.
- He reserved a room for the month of _____.
- The room rate will be _____ Yuan per night.
- He would like a _____ away from the street.
- He'll probably arrive at the hotel at around _____ Beijing Time.

C Conversation

(R: Reservationist; G: Guest)

R: Good morning, Garden Hotel. How may I help you?

G: Good morning. Do you have any double rooms free for the night of February 25th?

R: I'm sorry, sir. There aren't any double rooms left for that day, but we do have single rooms and suites available.

G: I think I'd prefer a double room.

R: Would you like us to put you on the waiting list and call you back in case of a cancellation later, sir?

G: No, thanks. I prefer to have it now. Would you recommend to me any other hotels that I could try?

R: My pleasure, sir. Would you like a hotel downtown or in any other particular area?

G: Downtown would be nice.

R: In that case, may I suggest you the Flower Hotel or Friendship Hotel?

The Flower Hotel is a four-star hotel and it's the newest in our city. The Friendship Hotel is five-star and the best one, but it's very pricey.

G: I'll try the Flower Hotel. Could you give me the telephone number, please?

R: Yes, it is 6352-3388.

G: Thank you very much.

R: My pleasure and thank you for calling us.

Questions

- Where does the guest want to stay first?
- What is his second choice?

New Words

- recommend [ˌrekə'mend] v. 推荐
- downtown ['dauntaun] adv. 在市区
- cancellation [ˌkænsə'leiʃən] n. 取消
- pricey ['praɪsi] adj. 昂贵的

Exercises

4.1 Oral Practice

Pair work. Role-play the following situations.

1. Student A: You would like to book a double room from November 11th to 14th. Unfortunately the hotel is fully booked for those days. Ask the reservationist to recommend a nearby hotel to you.

Student B: You are a reservationist. Politely refuse the booking and recommend the New Century Hotel to the guest.

2. Student A: You are at the front desk and wish to book two twin rooms, but the hotel is fully booked. You agree to put your name on the waiting list in case of a cancellation later.

Student B: You are a reservationist. Ask the guest's name and telephone number. Put them on the waiting list and tell him you will call him as soon as a room is available.

4.2 Complete the following conversation.

Guest: Do you have _____ single rooms free for March 3rd?

Reservationist: I'm very _____, sir, we _____ no _____ singles for that day.

G: That's a shame! _____ you have any twin rooms left?

R: Hold on, please. _____ me see... _____ just one twin room left.

G: What's the room _____?

R: It's 380 Yuan _____ night, with breakfast.

G: That's good.

R: Could I have your name and telephone _____, please?

G: Peter Swanson. The number is 13813956422.

R: We'll need the credit _____ number and _____ date, please.

G: Of course.

4.3 Complete the following sentences.

1. Would you like a single room _____ bath or shower?

2. I'm sorry, we don't have _____ rooms available for that week.

3. How _____ will you be staying with us?

4. Would you like us to book you a double room instead _____ a suite?

5. I'm afraid we won't be _____ to book you a room after May 10th.

6. I've booked you two double rooms with breakfast _____ June 23rd to 26th.

7. Would you like a hotel downtown or in any _____ particular area?

8. Thank you. We look _____ to seeing you soon.

9. How _____ do you charge for a triple room?

10. Does that price _____ breakfast?

11. Is there any _____ for a group reservation?

12. How would you like to pay _____ your room, Mr. Wood?

13. Would you like us to put you on our _____ list and call you back in case we have a cancellation later?