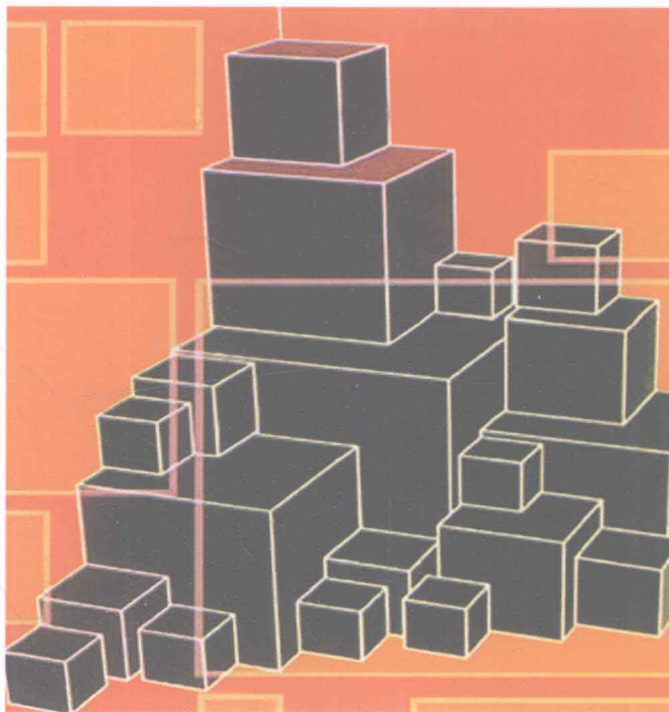




全国高等院校基于工作过程的校企合作系列教材



P ractical English for Hotel and Hospitality

酒店实务英语

主 编 梁 悦 刘志霞
企业顾问 李锦馨 雷 州



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出版说明

教育部〔2006〕16号文中提出：“要积极推行与生产劳动和社会实践相结合的学习模式，把工学结合作为高等职业教育人才培养模式改革的重要切入点，带动专业调整与建设，引导课程设置、教学内容和教学方法改革”。与之相对应的课程开发方式和课程内容的改革模式是“与行业企业共同开发紧密结合生产实际的实训教材，并确保优质教材进课堂”。“全国高等院校基于工作过程的校企合作系列教材”正是对外经济贸易大学出版社在高等职业教育课程建设领域的最新研究成果。

本系列教材适用于全国高职高专院校英语专业的商务/应用/外贸/旅游等英语方向以及国际贸易、国际商务或财经类专业的学生；同时适用于全国各高等院校应用型本科英语专业的商务英语方向和国际贸易、国际经济、国际商务及国际工商管理等商科专业的学生。

本系列教材主要呈现以下特点：

1. 体现“基于工作过程”

在我国高等职业教育新一轮课程改革中，我们学习、引进并发展了德国职业教育的一种新的课程模式——基于工作过程的课程模式，指“为完成一件工作任务并获得工作成果而进行的一个完整的工作程序”建立起来的课程体系。

2. 突出“校企合作”

课程体系的“校企合作”以教师和企业人员参与为主体，是“校企合作，工学结合”的人才培养模式发展的必然产物，旨在提高学生的综合能力，尤其是实践能力和就业能力，实现学校教学与工作实践的零距离。

“全国高等院校基于工作过程的校企合作系列教材”的课程方案与传统的课程方案相比，它打破了高等职业教育学科系统化的课程体系，在分析典型职业活动工作过程的前提下，按照工作过程中的需要来设计课程，以突出工作过程在课程框架中的主线地位，整合优化了理论知识与实践活动。教材编写过程中，教师结合自身的教学实践、调研论证和外贸专家对工作岗位的实际要求来安排课程结构和内容，形成了具有特色的基于工作过程的校企合作系列教材体系。

本套教材包括《外贸函电与单证实训教程》、《商务翻译实务》、《国际市场营销实务》、

《商务英语函电》、《国际贸易实务（英）》、《商务谈判实务（英）》、《酒店实务英语》、《旅游实务英语》、《会展实务英语》、《商务英语口译》、《外事接待实务英语》、《商务礼仪实务英语》、《涉外企业管理实务》、《旅游英语口语》、《进出口报关实务》、《外贸跟单实务》、《国际商务单证实务》、《国际货运代理实务》和《商务英语视听说》等教材。作者都是本专业的“双师型”教师，不仅具有丰富的语言教学经验，而且具备企业第一线的工作经历，主持或参与过多项国家或省市级相关科研项目，这为本套教材的编写质量提供了有力的保证。

值得注意的是，本系列教材不是封闭的，它随着教学模式和课程设置的变化，将不断推出新的教材，丰富整个体系。

同时，本套教材均配有辅导用书和 PPT 课件等立体化教学资源，供教师教学参考（下载网址：<http://www.uibep.com>）。

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编写说明

一、指导思想与原则

《酒店实务英语》以行动导向理论为指导，从酒店工作过程与典型的工作任务出发，以酒店实务为视点，创建基于行动领域的学习情境，组织教学内容，以期让学习者通过课程学习，建构其酒店服务情境下的英语交际能力。

该教材遵循职业针对性、岗位实用性、实践可操作性原则，优化实训课程结构和内容；方便教师使用以学生为中心，教学做合一、理论与实施合一、工学结合的教学模式，开展酒店实务英语教学。

二、内容与体例

本教材包括《酒店实务英语》和《酒店实务英语辅导用书》，共两册。

《酒店实务英语》根据酒店工作流程分为六个模块：第一个模块为前厅服务，包括了预订服务、礼宾服务、登记入住、处理投诉以及结账退宿；第二个模块为客房服务，包括迎宾服务、清理服务、洗衣服务、送餐服务、客房个性化服务、处理特殊情况；第三个模块为餐饮服务，包括了餐饮预订服务、迎宾服务、点菜服务、上菜服务与席间服务、酒水服务；第四个模块为康乐服务，主要包括美容美发服务、健身馆、桑拿与水疗、游泳、高尔夫和卡拉 OK 服务。第五个模块为商务中心，内容包括文秘服务、会务服务。第六个模块为其他服务，主要包括购物服务及寄存服务。

全书的六个模块包含 24 个单元。每个单元根据岗位服务的不同情景又划分了工作任务 (Task)。每个单元的内容有：1. 学习目标 (Learning Objectives)；2. 导入 (Warm-up)；3. 工作任务 (Task)；4. 常用句型 (Useful Expressions)；5. 单词表 (Word List)。工作任务 (Task) 包括了情景对话 (Sample Conversation) 和活动 (Activities) 两个部分。

《酒店英语实务辅导用书》针对教材各单元设置了相对应的课外练习、酒店实务背景知识、课堂及课外练习参考答案等内容。其中的课堂及课外练习选材精炼、针对性强，能达到让学生举一反三、灵活运用之目的，帮助学生更好地理解教材各章节的实操要点；根据涉外酒店服务必须具备的知识背景，增加了拓展学习 (Extended Study)，学生可以学习酒店实务的基本知识、相关的文化背景知识及语言翻译技巧。

本书可以用作高职高专旅游与酒店管理专业、涉外酒店接待专业学生的专业基础课教材，也可用作酒店员工培训教材。

本书在编写过程中，参考了许多中外酒店业英语教材，在此向这些教材的编者表示感谢。由于编者水平有限，教材中难免有不妥之处，敬请广大读者不吝指正。

编 者
2011 年 1 月

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Module 1

Front Office



Part 1

Room Reservation

Learning Objectives

Room Reservation plays an important role in the Front Office service. It is the duty of reservationists to handle confirm, adjust or cancel a reservation.

At the end of this project learning, you should be able to:

- Get familiar with the procedures of handling room reservations.
- Memorize the useful expressions in room reservations.
- Role play the dialogues.

Warm-up

1. Guess the meaning of the expressions.

Single Room		临时性预订	
Double Room		确认性预订	
Twin Room		保证性预订	
Junior Suite		团体客人	
Business Suite		VIP guests	
Duplex Suite		guest with guaranteed reservation	
Connecting Rooms		staying guest who requires extension	
Deluxe Suite		regular guest	
Presidential Suite		walk-in guest	

2. Match the name of money with the country or area where it is used.

- | | |
|--------------|-----------------------------------|
| (1) Baht | a. Australia |
| (2) Dollars | b. European Union |
| (3) Euros | c. Canada |
| (4) Pesos | d. Hong Kong SAR, China |
| (5) Pounds | e. India |
| (6) Ringgits | f. Indonesia |
| (7) Rupees | g. Japan |
| (8) Rupia | h. Malaysia |
| (9) Won | i. Mexico |
| (10) Yen | j. New Zealand |
| (11) RMB | k. The People's Republic of China |
| | l. Philippines |
| | m. Singapore |
| | n. South Korea |
| | o. Thailand |
| | p. United Kingdom |



Task 1 Handling a Reservation

***Sample conversation**

R=Reservation Clerk G=Guest



R: Good morning. Room Reservations. May I help you?

G: Yes. I'd like to reserve a twin room.

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

G: From April 18th to 22nd.

R: Could you hold the line, please? I will check the room availability for those days. (After a while) Thank you for waiting, sir. We have a twin room available in that period.

G: Great. And what is the daily rate?

R: 160 US dollars per night. Will that be all right?

G: OK. I'll take it.

R: Thank you, sir. May I have your name and telephone number, please?

G: Sure. My name is Adrien Brody. My phone number is 0062-3708-9968.

R: Adrien Brody, phone number is 3708-9968. Excuse me, how do you spell your first name?

G: A-D-R-I-E-N.

R: A-D-R-I-E-N. Thank you, Mr. Brody. May I know your arrival time on April 18th?

G: Around 4:00 p.m. By the way, do you have the airport shuttle bus?

R: Yes, Mr. Brody. We have an airport representative desk. Just contact them and they will help you .

G: That's fine. Thank you.

R: You are welcome. Mr. Brody, for the unguaranteed reservation, we can only hold the room for you by 6 p.m., because it is the peak season now. If you make a guaranteed reservation, we can hold the room overnight . Would you like to

make a guaranteed reservation by credit card?

G: Fine. Do you accept American Express?

R: Yes. May I know the number?

G: It's 260213.

R: Thank you, Mr. Brody. You've made a guaranteed reservation at the AIB Hotel, from April 18th to 22nd for 5 nights. If you can't arrive as scheduled, please inform us before 6 p.m. on April 16th. Thank you for calling and we look forward to serving you.

***Activities**

1. Questions about the conversation

(1) What's the difference between the twin room and the double room?

(2) Try to explain the difference between unguaranteed reservation and guaranteed reservation.

2. Listening practice

Listen to the dialogue carefully and write down what you have heard.

A Group Reservation

R: Fortune Hotel. Reservations. May I help you?

G: Yes. My name is Bill Richard calling from the International Trading Company. I'd like to _____.

R: What rooms do you prefer?

G: We have _____, please.

R: For which dates, Mr. Richard?

G: _____.

R: Just a moment, please. Fifteen TWBs for January 22, 23 and 24. Yes, _____.

G: Then how much do you charge?

R: 600 yuan RMB, _____.

G: Fine. One more thing, may we use the hotel meeting room during our stay in your hotel? We are _____.

R: No problem. We can make it for you, but we charge 400 yuan RMB per hour for the meeting room.

G: Oh, I see. _____?



R: There is a 15 percent discount. And we'll _____.
May I know your fax number, please?

G: You may fax at 69691818.

R: Thank you, Mr. Richard.

3. Role-play

Work in pairs.

(1) Mr. Green is calling to make a reservation for a Business Suite for his boss, Jerry White, who is arriving in Guangzhou for conference next Monday.

(2) Mr. Zhu is calling to reserve a double room for a week. The reservation clerk offers him a special rate .

Task 2 Confirming or Adjusting a Reservation

*Sample conversation

R=Reservation Clerk G=Guest

R: AIB Hotel. Good morning. May I help you?

G: Yes. This is Adrien Brody. I'd like to make an adjustment of my reservation.

R: Certainly, Mr. Brody. May I have the date of your reservation, please?

G: It is on April 18th, for 5 nights. My flight to Beijing is postponed to 23rd because of the company's arrangement. So I have to stay in the hotel for one more night until the 23rd.

R: Could you hold on a second, please? I'll check our reservation record, Mr. Brody. (After a while) Yes, Mr. Brody. You can have the twin room for 6 nights from April 18th to 23rd.

G: That's great. Thank you.

R: You are welcome. We are expecting to see you soon.



*Activities

1. Questions about the conversation

(1) Why does the caller have to revise the reservation?

(2) Why does the reservation clerk ask the date of the reservation?

2. Seize the information from Sample conversation of Task 1 and Task 2.

Reservation Confirmation Form			
To: _____		From: _____	
Fax No.: _____			
Dear Guest(s): Thank you for your reservation at AIB Hotel. If you have any questions or changes about your reservation, please contact us as soon as possible.			
Guest Name: _____		Room type: _____	
Arr.Date: _____		Dept.Date: _____ Room Rate: _____	
Payment: Cash () Transfer Accounts () Credit Card ()			
Credit Card: _____		Card No.: _____ Valid: _____	
Remarks: _____			
Prepared by: David		Date: 2010-03-15	
Thank you for your reservation.			
Should arrival time is not stated, reserved room will be held until 6:00 p.m.			
To guarantee your booking, please advise us your credit card number and date of valid or deposit in advance.			
Reservation Dept, AIB Hotel			

3. Role-play

Work in pairs.

(1) Mr. Green is calling to revise a reservation. He booked a twin room from next Monday to Wednesday.

(2) Mr. Zhu is calling to reserve a double room for a week. The reservation clerk offers him a special rate.