

国家级职业教育规划教材

全国中等职业技术学校 饭店服务专业教材
专业英语系列教材



饭店服务 英语

(第二版)

HOTEL ENGLISH

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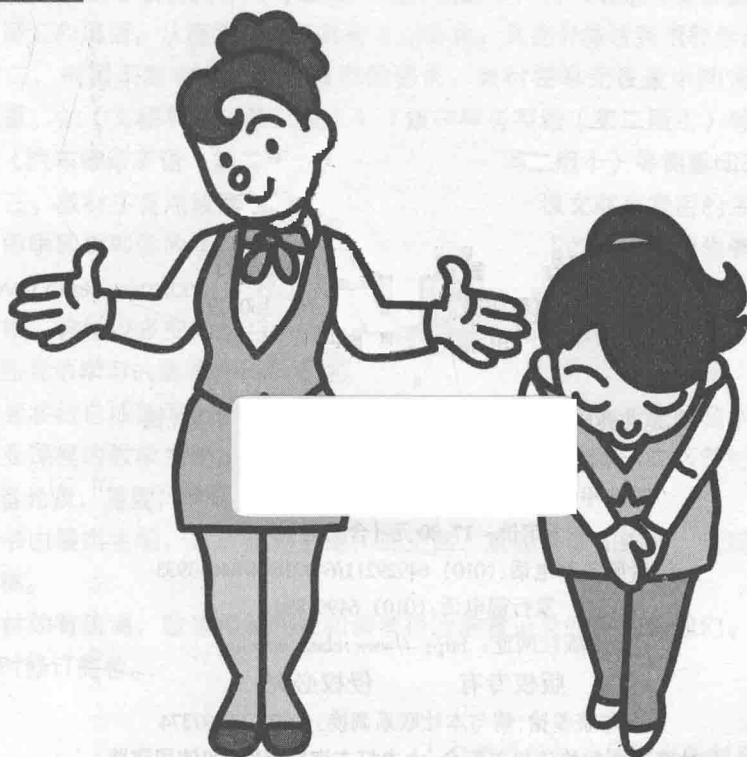
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中国劳动社会保障出版社

图书在版编目(CIP)数据

饭店服务英语/瞿杰主编. —2版. —北京:中国劳动社会保障出版社, 2013
全国中等职业技术学校饭店服务专业教材. 专业英语系列教材
ISBN 978-7-5167-0416-5

I. ①饭… II. ①瞿… III. ①饭店-商业服务-英语-中等专业学校-教材 IV. ①H31

中国版本图书馆 CIP 数据核字(2013)第 180206 号

中国劳动社会保障出版社出版发行

(北京市惠新东街 1 号 邮政编码: 100029)

出 版 人: 张梦欣

*

北京北苑印刷有限责任公司印刷装订 新华书店经销

787 毫米×1092 毫米 16 开本 7 印张 166 千字

2013 年 8 月第 2 版 2013 年 8 月第 1 次印刷

定价: 17.00 元 (含光盘)

读者服务部电话: (010) 64929211/64921644/84643933

发行部电话: (010) 64961894

出版社网址: <http://www.class.com.cn>

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前言

中等职业技术学校专业英语系列教材自出版以来,受到了广大师生的好评。随着我国经济的进一步发展和全球经济一体化进程的加快,越来越多的企业对技术工人的专业外语水平提出了较高的要求。专业英语已成为学生们顺利择业、就业的工具之一。为了适应这一需要,我们对一版专业英语系列教材进行了修订,并扩充开发了数个热门专业的英语教材。在编写过程中我们坚持以下原则:

第一,根据专业需要划分单元结构,突出专业中与英语紧密相关的内容。精选通俗易懂的专业材料作为专业英语教材的载体,力求收录各专业最新、最实用的词汇和用语,从而使教材既具有专业特色,又充分体现英语教学规律。

第二,根据不同专业对英语教学的要求,教材在单元设置中阅读和口语各有侧重。如《文秘英语(第二版)》《饭店服务英语(第二版)》等侧重口语,而《汽车维修英语(第二版)》《电子英语(第二版)》等侧重阅读。

第三,教材在重点段落后均设计了形式多样、与课文联系紧密的练习,旨在达到即学即练即会的学习效果,并在网络上提供翔实的答案供师生参考。可登录www.class.com.cn,在对应的书目下下载。

第四,教材以多变的学习模块、活跃的版式、充实的图片、简洁的中文提示语增强英语学习的趣味性和易懂性。

本套教材自成体系,同时每种教材的编写又参照了相关专业的教学计划和主要专业课程的教学大纲,故又可与相关专业教材配套使用。二版教材均配有对话录音光盘、重要内容翻译,以方便师生教与学。

本书由瞿杰主编,曾庆云副主编,许文熙、董娜轶参加编写。袁锡兴、范广丽审稿。

教材如有疏漏,敬请相关院校和读者将改进意见及时反馈给我们,以便下次重印时修订完善。

人力资源和社会保障部教材办公室
2013年8月

内 容 简 介

本书共6个单元，每个单元包括2至4课，内容涉及饭店主要部门的英语服务内容。单元里的每一节课有4个学习环节，分别是：Look and Learn, Dialogue, Reading, Learn More。全书图文并茂，直观生动；通俗易懂，内容精练；练习形式多样，便于师生互动。通过以情景对话为主线的大量练习，学生能在较短时间内提高自己的听说读写能力。

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Lesson 1

J: The week. How much do you charge?

R: 4,200 yen per night.

J: Is there any reduction for children?

R: Sorry. Now it is the peak season, so there is no discount. I want to reserve rooms for individual guests. When will you arrive? How many people will stay?

J: My wife, two children and I will arrive at the moment. I have reserved one room.

Unit 1 The Reservation Department



Goals

1. Learn to reserve rooms for individual guests.
2. Learn to reserve rooms for groups.
3. Learn to help guests make guaranteed reservations.
4. Learn to deal with room cancellations.

Dialogue

Lesson 1 Individual Reservation

Goal

Learn to reserve rooms for individual guests.

Look and Learn

Write the correct terms below pictures.

single room
standard room

triple room
honeymoon suite

presidential suite
rollaway bed



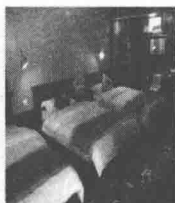
1. _____



2. _____



3. _____



4. _____



5. _____



6. _____

Dialogue

Jason (J) 一家打算下周到上海旅游, 于是他打电话给香格里拉大酒店, 预订部 Rose (R) 接听了电话。

R: Good afternoon! Shangri-la Hotel. Can I help you?

J: I'm calling from New York. I'd like to book a room in your hotel.

R: What type of room do you **require**, sir?

J: I'd like to have a room with the **bund** view. Because it is the first time that we come to Shanghai, we are expecting to enjoy the beautiful night views on the bund.

R: I see. We have grand bund view, bund suite and presidential suite. Which one do you prefer?

- J: I'd like to take the bund suite, if possible.
 R: No problem! How long will you stay?
 J: One week. How much do you **charge**?
 R: 4, 250 *yuan* per night.
 J: Is there any **reduction** for children?
 R: Sorry. Now it is the **peak** season, so there is no **discount** for personal reservation.
 When will you arrive? How many people are there in your group?
 J: My wife, two children and I will arrive at the airport at about 8 p.m. next Wednesday.
 R: Do you need **limousine** service?
 J: How much does it cost?
 R: 50 *yuan* for one single journey.
 J: It sounds OK.
 R: May I know your flight number and your full name?
 J: Flight UA 7611, Jason Mraz.
 R: Then could I have your credit card and E-mail address?
 J: That is 200-382- × × × ×. You can **contact** me at Jason2000@hotmail.com.
 R: Thank you. And how about the **expiration** date?
 J: December 20th.
 R: OK, I will e-mail our **confirmation** to you later. Thank you for your **reservation** and we are looking forward to your coming.
 J: Thank you so much.

A. Fill in the blanks and change the forms if necessary.

on the bund reduction a single journey e-mail

- The _____ of household expenses is necessary.
- Many travelers enjoy walking _____ at night.
- Today, my brother _____ his pictures to me.
- Life is _____. We are on the road.

B. Practice the dialogue in pairs and answer the following questions.

- Where is Jason now?

- How much does the room cost and how long will Mr. Mraz stay?

3. Is there any discount for children? Why or why not?

Reading

不同类型的饭店

1. Business Hotels

Business hotels are mainly set up for business people. They are usually **located** in downtown or **commercial hub** of a city.

2. Vacation Hotels

Vacation hotels are designed for people on vacation. They are usually very close to the places such as the beach, the hot spring and **scenic spots**.

3. Economy Hotels

Economy hotels are a kind of chain hotels. They earn good **reputation** for their low prices and **considerate** services.

A. Reorder the letters with your partner.

Letters	Words
pu ta re tion	r
e no co my	e
ca tion va	v
mer cial com	c
b u h	h

B. Read the text again and circle Yes or No.

- | | | |
|--|-----|----|
| 1. Business hotels are usually located far away from downtown. | Yes | No |
| 2. Vacation hotels are designed for people on holiday. | Yes | No |
| 3. Economy hotels are a kind of chain hotels. | Yes | No |

Learn More

Useful expressions.

- Could I take your name?
您叫什么名字?

2. At what time will you arrive?
您几点到达?
3. How long do you intend to stay?
您想住几晚?
4. In whose name do you reserve two rooms?
您要以谁的名字预订?
5. What type of room do you require?
您想要什么房间?

Words and Phrases

triple ['tripɪ] *adj.* 三倍的
 presidential [ˌprezɪ'denʃəl] *adj.* 总统的
 suite [swi:t] *n.* 套房
 standard ['stændəd] *adj.* 标准的
 rollaway ['rəʊləweɪ] *adj.* (因装有脚轮而)可(折叠)滚移的
 require [rɪ'kwaɪə] *v.* 需要, 要求
 bund [bʌnd] *n.* 外滩
 charge [tʃɑ:dʒ] *v.* 收费
 reduction [rɪ'dʌkʃən] *n.* 降价
 peak [pi:k] *n.* 高峰
 discount ['diskaʊnt] *n.* 打折
 limousine ['limu:zi:n] *n.* 豪华轿车
 contact ['kɒntækt] *v.* 联系
 expiration [ekspi'reɪʃən] *n.* 期满
 confirmation [ˌkɒnfə'meɪʃən] *n.* 证实, 确认

reservation [ˌrezə'veɪʃən] *n.* 预订
 locate [ləu'keɪt] *v.* 位于
 commercial [kə'mɜ:ʃəl] *adj.* 商业的
 hub [hʌb] *n.* 中心
 scenic ['si:nɪk] *adj.* 景色优美的
 spot [spɒt] *n.* 地点
 reputation [ˌrepju'teɪʃən] *n.* 名气, 名誉
 considerate [kən'sɪdəɪt] *adj.* 体贴的

book a room 预订房间
 limousine service 接机服务
 credit card 信用卡
 expiration date 截止日期, 离店时间
 set up 建立
 hot spring 温泉
 scenic spots 景点
 chain hotel 连锁酒店

Lesson 2 Group Reservation

Goal

Learn to reserve rooms for groups.

Look and Learn

Write the correct terms below pictures.

travel *agency*

tariff

key card

房间类别	标准房价	今日优惠价
	680	568
	600	480
	360	268
	210	126
	180	100
	060	060



1. _____

2. _____

3. _____

Dialogue

下个月，从法国来的一个旅行团将抵达四季酒店，该团负责人Jake (J) 打电话给四季酒店，预订部Sunny (S) 接听了电话。

S: Good morning! Four Seasons Hotel. Is there anything I can do for you?

J: Yes, this is ABC Travel Agency. I'm Jake. A group of people from France would like to stay at your hotel next month. The group **consists** of 15 men, 15 women and 8 children, so I'd like to book 15 **superior** standard rooms for them from 6th of next month.

S: Bear with me, I'll check our reservation **system**...Thank you for your waiting. You are very lucky. There are only 15 superior standard rooms left.

J: Thank you. By the way, would you please put 8 extra **cots** into eight of the rooms?

S: Certainly. How many nights would they like to stay?

J: For 5 night. How much do they cost altogether?

S: 2, 645 **yuan** per room. It will cost 39, 675 **yuan** altogether.

J: Does it include tariff and service charge?

- S: Yes, and we can **offer** 15% discount for group reservation.
- J: That's great. I'd like to confirm the reservation now.
- S: OK, 15 superior standard rooms next month, for 5 nights, Jake from ABC Travel Agency, right?
- J: Exactly.
- S: Then I will fax the reservation form to you. Would you please fill it out and pay 10% of the total cost as a **deposit**?
- J: No problem.
- S: Please keep your deposit and come to get the key cards before next Friday. Thank you for your reservation.
- J: That's all right.

A. Fill in the blanks and change the forms if necessary.

consist of bear with service charge fill out

- If you _____ me a little longer, I will answer your question.
- His duty is to _____ the operation records every day.
- This group _____ 10 members.
- A 10% _____ is added.

B. Listen to the dialogue again and circle Yes or No.

- | | | |
|--|-----|----|
| 1. 37 people will come to this hotel next Friday from France. | Yes | No |
| 2. Jake asked to put 8 extra cots into the rooms. | Yes | No |
| 3. Jake needs to pay 2, 645 yuan altogether. | Yes | No |
| 4. After reservation, Jake has to fill the reservation form out. | Yes | No |

Reading

减少入住开销的方法

1. Know where to stay

Booking discount hotels doesn't mean that you have to **sacrifice** the quality of your stay. You will find many cut-rate hotels in safe enjoyable areas. Keep in mind that booking a hotel away from major **tourist** sites and cities will **ensure** the cheap rates.

2. Avoid peak travel seasons

Avoiding the most popular months of travel to your **destination** will save

your money.

3. Search online

Go online and view prices for hotels. You might find many *sites* are helpful. Be sure to compare 3 or 4 different sites to find the cheapest hotel rate.

4. Consider a hostel

A great way to save money on hotel *accommodations* is staying at a youth *hostel*. Youth hostels usually offer *bunk* beds.

A. Reorder the letters with your partner.

Letters	Words
voi a d	a
tina des tion	d
dation mm cc o o a	a
i s e t	s

B. Compare the words and write down the Chinese.

English	Chinese	English	Chinese
bunk		bund	
consider		considerate	
hostel		hotel	
ensure		sure	

Learn More

Useful expressions.

1. Would you like your room on the sunny side or the shady side?
你想要阳面的还是阴面的房间?
2. We have suite, executive room, and standard room, which do you prefer?
我们有套房、行政房和标准房,你更喜欢哪一种?
3. Would you like a room with a view of sea/ a mountain view/ a river view/ a lake view/ a beach view/ a pool view/ a courtyard view?
你想要海景房、山景房、河景房、湖景房、海滨房、池景房、园景房吗?
4. I'm afraid we have no triple rooms but we can put an extra bed into one of our double rooms.
恐怕没有三人间了,但是我们可以双人房里加张床。

5. We offer 10% discount for group reservation.

我们为团体预订打10%的折扣。

Words and Phrases

agency ['eidʒənsi] *n.* 经销处, 代理行

tariff ['tærɪf] *n.* 价目表

consist [kən'sɪst] *v.* 组成

superior [su:'piəriə] *adj.* 高级的

system ['sɪstəm] *n.* 系统

cot [kɒt] *n.* 〈英〉有围栏的儿童床

offer ['ɒ:fə] *v.* 提供

deposit [dɪ'pɒzɪt] *n.* 押金, 预付款

sacrifice ['sækrɪfaɪs] *v.* 贡献, 牺牲

tourist ['tuərɪst] *n.* 旅行者

ensure [ɪn'sʊə] *v.* 保证, 确保

avoid [ə'vɔɪd] *v.* 避免

destination [destɪ'neɪʃən] *n.* 目的地

site [saɪt] *n.* 网站, 网点

accommodation [ə,kɒmə'deɪʃn] *n.* 住宿

hostel ['hɒstəl] *n.* 旅舍, 招待所

bunk [bʌŋk] *n.* 床铺, 上铺, 下铺

travel agency 旅行社

consist of 由……组成

bear with sb./sth. 耐心对待, 容忍

service charge 服务费

compare with 比较

youth hostel 青年旅舍

Lesson 3 Guaranteed Hotel Reservation

Goal

Learn to help guests make guaranteed reservations.

Look and Learn

Write the correct terms below pictures.

credit card

voucher

payment



1. _____



2. _____



3. _____

Dialogue



Jenny (J) 准备去北京出差, 于是打电话到酒店预订房间, 预订部Rain (R) 接听了电话。

R: Holiday Inn, can I help you?

J: Good afternoon. I am wondering if there is a single room **available** for three nights.

R: When do you want to come, madam?

J: May 1st, actually.

R: Let me just check. Would you mind waiting for a moment?

J: All right.

R: We have single rooms on the second floor and sixth floor. Which one do you prefer?

J: I prefer the room on the second floor.

R: May I know your **surname**, please?

J: Smith, S-M-I-T-H. Will the breakfast be **contained** in the payment?

R: Exactly. Would you like to **guarantee** your reservation, since now it is the busiest season?