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柯林斯行业英语系列

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柯林斯现代酒店业英语

Mike Seymour (英) 著

与客人轻松交流，自信尽显

外语教学与研究出版社
FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS



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北京 BEIJING

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Introduction 前言


欢迎使用《柯林斯现代酒店业英语》。

本书为你提供了与酒店客人顺畅沟通、轻松交流所需要的英语——从客人到达酒店到客人结账离开，各服务环节全程覆盖。

全书共 24 个单元，主要侧重与客人面对面的交流，同时也兼顾接打电话和写电子邮件等内容。

每个单元开篇都是一段极具代表性的对话，供学习者听和读。对话中包含了关键的语言表达。接着是一些旨在帮助学习者扎实掌握这些语言表达的活动练习，其中包括会话练习。书后附有练习答案。

本书配有两张 CD，里面是每个单元的对话和会话练习的录音。

看到  这个符号时，请听录音。

建议学习者每个单元用 45—60 分钟来学习。

另外，书后附有非常实用的英语资源库，可供大家在酒店餐饮日常工作中参考使用。

使用本书学习的过程中，你可能会在一些词后遇到下面的标记：

[UK]: (英) 表示在英式英语中更常用

[US]: (美) 表示在美式英语中更常用

希望这本书能为你带来愉快的英语学习体验。祝事业好运！

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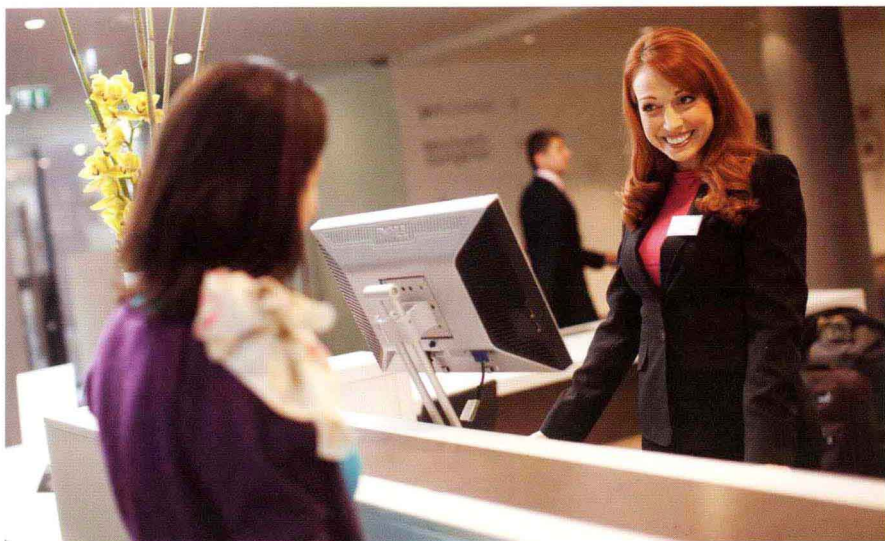
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1 Welcoming guests 接待客人

Checking in guests | Finding out what guests need | Giving guests information
为客人办理入住 | 了解客人的需求 | 为客人提供信息



Conversation 对话



01
CD1

1 萨拉在大都会酒店的前台工作。她正在为一位客人办理入住手续。请听下面的对话。

- Sarah **Good afternoon, madam. Welcome to the Metro Hotel.**
- Guest Good afternoon. My name's Caroline Brown. I have a reservation.
- Sarah Of course, Ms Brown. One moment, please. Yes, here it is. One double room for three nights.
- Guest That's correct. Could I have a room on a lower floor, please? I don't like using the lift.
- Sarah Is the second floor OK?
- Guest Yes, that's perfect. Thank you.
- Sarah **Could I have your credit card, please?**
- Guest Yes, here's my VISA card.
- Sarah Thank you. You're in Room 209. **Please sign here. And would you like a wake-up call?**
- Guest Oh, yes. Could I have a wake-up call at 6.30 tomorrow, please?
- Sarah Of course, 6.30. **Would you like a newspaper?**

- Guest Yes, I'd like *The Times* every morning, please. And what time's breakfast?
- Sarah **Breakfast is between 7.00 and 10.30.**
- Guest Thank you.
- Sarah **Enjoy your stay, Ms Brown.**

Language tip 语言小提示

在上面的对话中，萨拉不知道布朗女士的姓名时称呼她为 *madam*。在英式英语里用 *madam* 称呼女性客人是比较礼貌的，在美式英语里用 *ma'am*。

Did you know? 你知道吗?

“电梯”一词在英式英语里用 *lift*，在美式英语里用 *elevator*。

英式英语中的 *ground floor* 相当于美式英语中的 *first floor*，指大楼的第一层。

Understanding 理解练习



01
CD1

2 再听一遍对话，回答以下问题。

- 1 Does Ms Brown have a reservation?
- 2 What kind of room does she ask for?
- 3 Why does she want this kind of room?
- 4 What time does she ask for a wake-up call?
- 5 When does the hotel serve breakfast?

Key phrases 重要表达法

Checking in 办理入住

<i>Good morning / Good afternoon / Good evening.</i>	<i>Would you like a wake-up call?</i>
<i>Welcome to the Metro Hotel.</i>	<i>Would you like a newspaper?</i>
<i>Could I have your credit card, please?</i>	<i>Breakfast is between ... and</i>
<i>Please sign here.</i>	<i>Enjoy your stay.</i>

Language tip 语言小提示

在上面的对话中，萨拉称呼卡罗琳·布朗为 *Ms Brown*（布朗女士）。*Ms* 既可用来说明已婚女性，也可用来称呼未婚女性。

Practice 实践演练

3 将下列单词重新排列，组成句子。

1 stay your Enjoy

2 wake-up like you a call Would

3 to hotel the Welcome

4 is 7.00 Breakfast between and 10.30

5 your have Could I credit card, please



02
CD1

4 补全下面的对话。然后听第02段录音核对答案。

Sarah Good afternoon, sir. (1) _____ to the Star Hotel.

Guest Good afternoon. My name's George Melas. I have a (2) _____.

Sarah Of course, Mr Melas. One (3) _____, please. A single room for two nights?

Guest Yes, that's right. Could I have a room on a quiet (4) _____, please?

Sarah I will put you on the top (5) _____. Is that OK?

Guest Yes, that's great. Thank you.

Sarah Could I (6) _____ your (7) _____ card, please?

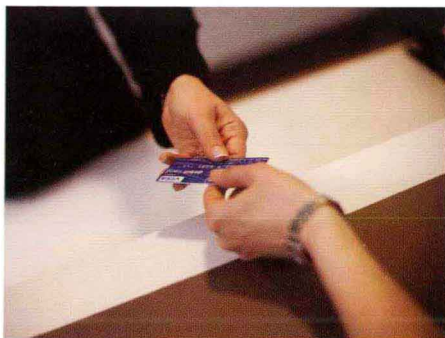
Guest Here you are.

Sarah Please (8) _____ here. Thank you.

Guest Could I have a (9) _____ call at 8 o'clock tomorrow, please?

Sarah Yes, of course. I hope that you (10) _____ your stay, Mr Melas.

Guest Thank you.



Language tip 语言小提示

提到时间时，可以说 7 o'clock in the morning/evening 或者 7 am/7 pm，但是不说 7 o'clock pm。如果某个时间不是整点，则不用 o'clock 一词。例如 10.30，我们不说 10.30 o'clock，而说 ten thirty 或者 half past ten。

Speaking 会话练习



5 听下面这些时间表达并跟读。

03	1 11.30	3 10.00	5 9.10	7 9.50	9 3.15
CD1	2 7.00	4 12.20	6 5.45	8 1.15	10 2.40



6 你在前台当班，这时一位客人到了。根据给出的提示为客人办理入住。播放第04段录音并在听到“哔”的一声后开始会话。对话由你开始。然后听第05段录音，和你的会话进行比较。

- You** (Say hello to guest in a friendly way.)
Guest Hello, my name's Yang. I have a reservation for one night.
You (Ask for guest's credit card.)
Guest Here's my VISA card.
You (Ask guest if she wants a wake-up call.)
Guest Yes. I would like one at 6 o'clock tomorrow morning, please.
You (Confirm time and ask guest if she wants a newspaper in the morning.)
Guest Yes. Could I have a Wall Street Journal, please?
You (Say yes.)
Guest What time's breakfast?
You (Tell guest 7.00 to 10.30 and wish guest a nice stay in the hotel.)



Now you can

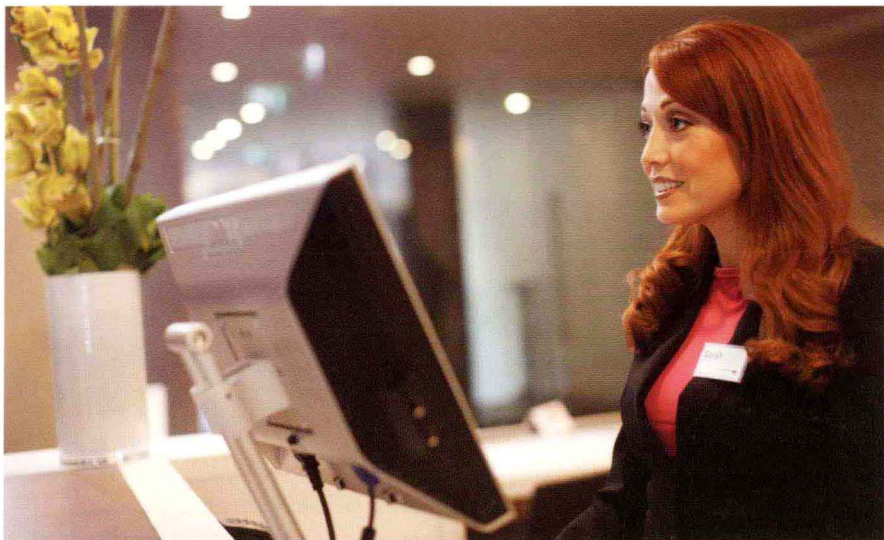
Check in a guest

Ask if they want a wake-up call or a newspaper

Tell guests about meal times in the hotel

2 Welcoming a guest with no reservation 接待未提前预订的客人

Checking in guests | Handling a difficult situation | Saying No politely
为客人办理入住 | 解决难题 | 礼貌地拒绝



Conversation 对话



06
CD1

1 一位没有提前预订的客人来到了酒店。萨拉在为他办理入住手续。请听下面的对话。

- Sarah Good afternoon, sir. **How can I help you?**
- Guest Hi. I need a room for this evening.
- Sarah **Do you have a reservation?**
- Guest No, I don't. My flight's been delayed until tomorrow evening and I need to stay in the city overnight.
- Sarah **I can offer you our walk-up rate** which is £165 per night for a double room including breakfast.
- Guest That's very expensive. Is that the cheapest rate you have?
- Sarah **I'm afraid so. We're very busy this evening.**
- Guest OK. I'll take it.
- Sarah Fine. ... **Could you fill in this guest registration card for me, please?**
- Guest Can I pay by cheque?

- Sarah **I'm afraid not.** Cash or credit card only, I'm afraid. It's hotel policy.
- Guest What time do I have to check out tomorrow?
- Sarah Our usual check-out time is 11 o'clock, sir, but with this rate you can have a late check-out until 2 pm.
- Guest That's great, thanks.

Understanding 理解练习



2 再听一遍对话。下列说法是正确的 (T) 还是错误的 (F)?

06
CD1

- 1 The guest's flight has been cancelled. T / F
- 2 The hotel is very busy this evening. T / F
- 3 The room costs £165 plus breakfast. T / F
- 4 Usual check-out time in the hotel is 11 am. T / F
- 5 The guest can stay in his room until 2 pm. T / F

Key phrases 重要表达法

Checking in a guest without a reservation 为没有提前预订的客人办理入住

How can I help you?

I'm afraid so / not.

Do you have a reservation?

We're very busy this evening / this weekend.

I can offer you ...

Could you fill in this guest registration card for me, please?

Our rack rate / walk-up rate is ...

Did you know? 你知道吗?

rack rate 指挂牌价, 门市价。它是酒店房间的标准价格, 可作为计算折扣的基础。rack rate 也称为 run of the house 或者 walk-up rate。



Practice 实践演练

3 将下列单词重新排列，组成句子。

- 1 have you a reservation Do _____?
- 2 so afraid I'm _____
- 3 you walk-up our can rate I offer _____
- 4 busy evening very this We're _____

4 从框中选择合适的单词补全下面的客人登记表。

Country code Nationality Post code Signature Street name Surname

Title: Mr / Mrs / Ms **(1)** _____ : Jones **First name:** Chris

Number / (2) _____ : 73 Westbourne Road **City:** OXFORD

(3) _____ : OX3 7GY

Country: UK **(4)** _____ : British

Phone No.: **(5)** (_____) +44 **(Area code)** 1607
(Phone number) 580 4411

E-Mail address: CJones@freetel.com

Car Registration No.: SXY 3LQ

Date and (6) _____ : CJones

Did you know? 你知道吗?

在英式英语里，“邮编”一词用 post code，而美式英语里则用 zip code。

Language tip 语言小提示

当告诉他人不好或不利的消息时，可以用 I'm afraid 这一表达来缓和说话的语气，使之听起来更礼貌。例如：Can I pay by cheque? — I'm afraid you can't pay by cheque. Is the restaurant closed? — I'm afraid the restaurant is closed. 这好似提前说抱歉一样。你也可以用 I'm afraid not 和 I'm afraid so 这样的简短形式来回答。