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酒店服务英语

主 编◎邸丽霞 姜 涛 副主编◎魏 伟 刘晓波

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主 编 邸丽霞 姜 涛 副主编 魏 伟 刘晓波 参编者 孙晓红 任湘琴 王 博

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前言

随着众多跨国酒店进入中国市场,以及中国酒店行业持续国际化发展,对酒店从业人员的要求越来越高,即除必须掌握专业知识和技能外,还要具备运用外语尤其是英语提供服务的能力,这是为顾客提供优质服务的基础。

本教材的编写结合了中国酒店业的发展现状和趋势,以及酒店业对人才的需求现状,遵循了项目教学的原则,基于酒店行业的服务流程与岗位标准,突出任务型的教学理念,在酒店服务的情境下,通过项目教学,提高酒店服务所需英语的综合技能,以此来提高酒店管理类学生的英语服务能力。本教材各教学模块的承接与酒店实际流程—致,项目内容与任务设计和学生的岗位服务技能密切相关,实用性强。

作为高职高专院校酒店管理英语类课程的教改教材,本教材立足于酒店专业(群)所面向的行业,以培养新时期高素质技能型专门人才为出发点,以"工学结合、能力为本"的职业教育理念为指导,以培养学生在未来酒店工作岗位中所需要的英语服务能力为目标,依据酒店的工作流程、典型工作环节或服务情景设计教学项目。本教材博采众长,体系完整,力图在高等职业教育教材建设中有所创新。本教材主要具有以下几方面特点:

1. 突出酒店英语的"项目性"。

本教材以工作过程为导向,以酒店行业为依托,以学生的英语应用能力培养为主线, 围绕工作岗位确定教学项目,实现专业与行业、岗位的有机结合。

2. 突出酒店英语的"服务性"。

我们通过广泛调研与充分论证,在深入了解酒店行业要求和各学校教学需求的基础上,编排教材内容,将真实情境贯穿于教学的始终,使学生与社会、岗位、行业"零距离"接触。

3. 突出酒店英语的"情境性"。

本教材特别选择酒店行业工作活动中的实际情境作为教学素材,注重英语课程的职业性、实践性和实用性,既适用于培养学生的职业技能,又有利于英语语言应用能力的提高。

本教材由五个模块组成,包括前台服务、客房服务、餐饮服务、会展服务和康乐服务。每个模块下按照酒店服务的工作流程分为若干个项目。学生通过对项目的学习,能掌握酒店涉外服务用语。所选任务以工作情景为背景,以酒店员工与外宾的对话为主线,话题紧紧围绕着涉外服务展开,促进学生对酒店各部门岗位标准的进一步认识与了解,有利于学生循序渐进地提高英语语言的综合应用技能。

本书不仅可以作为中、高等职业院校学生的专业英语教材,还可以作为酒店一线员工的培训教材、自学教材及参考手册。

本教材为校企合作开发教材, 主编为邸丽霞、姜涛, 副主编为魏伟、刘晓波, 参编者



有孙晓红、任湘琴、王博,企业编者有石家庄世贸广场酒店的赵会玲、王世卉。本教材的主要编写者都是长期从事英语教学的酒店管理专业的教师,且具有一定的酒店管理实践经验。石家庄信息工程职业学院的各级领导、兄弟院校的教师为教材前期的调研立项等创造诸多便利条件,在此表示衷心的感谢!

由于编者水平有限,疏漏在所难免,希望使用者不吝赐教,批评指正,以便再版时及 时更正和改进。

编者

2012年12月于石家庄信息工程职业学院

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Chapter One

Front Desk Services

模块一 前台服务

Project 1 Reservation

项目1 预订

Project 2 Bellman and Concierge Service

项目2 礼宾服务

Project 3 Check-in

项目3 入住登记

Project 4 Inquiries

项目4 问询

Project 5 Check-out

项目5 离店

Project 6 Business Center

项目 6 商务中心

Project 7 Switchboard

项目7 总机

Project 8 Handling Complaints at Front Desk

项目8 前台投诉处理







Project

Reservation









After studying this project, you will be able to:

- name different room types in English
- make a group reservation
- make a foreign independent tourist (FIT) reservation
- make and maintain a reservation record





Match the expressions with the related pictures. Task 1







standard room _____ single room double room __

D

triple room

Match the English expressions with the Chinese. Task 2

- 1. junior suite
- a. 豪华套房
- 2. executive suite
- b. 普通套房
- 3. deluxe suite
- c. 总统套房
- 4. presidential suite
- d. 行政套房
- 5. business suite
- e. 大使套房
- 6. embassy suite
- f. 商务套房



Task 3 Suppose you are the reservationist of the hotel. Please consider the following questions before you go to the next section.

- 1. Suppose you are at the reception desk. When you hear telephone rings, should you answer it immediately?
- 2. Can you speak out the name of your hotel when you answer the telephone?
- 3. What is the reservation confirmation?
- 4. What should you do if your hotel is fully booked?

New Words and Expressions

reservation department

预订部

stateroom 特等房

hotel passport 房卡

reservationist 预订员

reservation card 订房卡

cancel a reservation 取消预订



Task 1 Read the following speech and interpret it from English into Chinese.

Dear guest, welcome to our hotel. Your advice, suggestions and criticisms are always appreciated. I'd like to give you some information about our services in order to make your stay pleasant and comfortable.

The lobby is on the first floor of the building. There is a central service desk which deals with services, such as checkin and check-out, (plane or train) ticket

booking, taxi hiring. There are umbrellas, rain shoes and coats for rent.

There is a coffee room on the first floor, where you may have famous wines and spirits, drinks and snacks. The dining rooms are on the second floor of the building. The hotel also has a special food restaurant to the east of the courtyard where famous local dishes are prepared by top chefs. For banquet, reception, cocktail party, or birthday cake reservations, please contact the service desk of the dining hall.



To the south of the lobby, there is a store and a paintings shop where the foods, liquors, cigarettes, arts and crafts as well as paintings and scripts created by noted artists are on sale. You may exchange money on the foreign exchange desk in the lobby and you may also find a post and long-distance phone desk there.

The barber's shop is in the north of the fourth floor of the building. Please pay the charge at the floor service desk. In addition, your laundry should be put into the laundry bag in the room and handed to the floor service desk before 8:00 in the morning.

You may meet your visitors from 9:00 to 21:00. Visitors are not allowed to stay overnight in our hotel. Finally, I wish you a pleasant stay in our hotel! Thank you.

Task 2 Read the following passage and tick off the hotel services mentioned in the passage.



First, on behalf of the staff of our hotel, I would like to extend our warm welcome to you for coming to Shanghai.

Let me introduce our hotel to you first. Ours is a first-rate hotel and chosen as the favorite place to stay by VIPs, official guests and business men from many countries.

There are over 300 rooms of international standard, all of which are

spacious and airy. There are four Chinese restaurants, a deluxe Western-style restaurant with large and small banquet halls, a bar, a 24-hour café and an indoor patio with drinks.

A beauty salon, a barber shop, a souvenir shop and etc. are also available. There is a service desk on each floor where cigarettes, beer, orange juice, mineral water, lucky cola and etc. are available.

There is one more thing I want to highlight. If you leave before 12:00 (or 13:00~14:00), the charge of the room will be free for the day of departure. If you leave after 12:00 but before 18:00, an extra half day's charge will be added. If you leave after 18:00, a full day's charge will be paid. For the long term resident accounts are settled every half month.

I hope you enjoy yourselves here. If you have any other requirement, please let me know.

☐ long term resident accounts	☐ a service desk on each floor	
☐ a beauty salon	☐ the front desk	
a central reservation system	an airline office	
a dining room	☐ a barber shop	
☐ a souvenir shop	☐ a travel agency	

Task 3 Read the following speech and interpret it from Chinese into English.



亲爱的宾客朋友:

欢迎您下榻我们酒店,并请您给予指导。为了使您的入住生活更加愉悦、舒畅,特向 您介绍我们酒店的服务项目和有关事项。

总服务台设在一楼大厅,办理客房预订、离店结账、火车票或飞机票预订、出租汽车 及零星代办等服务项目,并有雨伞、雨鞋、大衣出租。

咖啡厅设在一楼,供应各类名酒、饮料、点心。餐厅设在二楼。餐厅内设有风味餐厅,位于中院东面,由名厨为您烹制各种地方名菜。如需预订宴会、酒会等,可直接与餐厅服务台工作人员接洽。

New Words and Expressions

first-rate; first-class 一流 spacious and airy 宽敞通风 beauty salon 美容沙龙 souvenir shop 纪念品店 room rate 房价

be chosen as the favorite place 首选

banquet hall 宴会厅

barber shop 理发店

lucky cola 幸福可乐

an extra half day's charge (of the room) 多半天的房费

a full day's charge (of the room) 全天房费



Task 1 Make an FIT reservation.

R=Reservationist

G=Guest

R: Room reservations. Good afternoon. May I help you?



G: I'd like to book a double room for Monday next week.

R: That's fine, sir. A double room for Monday, May 16th.

G: Is that with a private bath?

R: It's a room with shower and toilet, sir.

G: That sounds fine. Is there an air conditioner?

R: Yes, of course.

G: How much will it be for one night?

R: Let me see. A double room is RMB 120 yuan per night.

G: Does that include breakfast?

R: Yes. That includes a continental breakfast.

G: Do you accept Visa card?

R: Yes, we do. What time will you be arriving?

G: I should be there around 5: 30 p.m. on the 16th.

R: OK, sir. Could I know your name and contact number, please?

G: Yes. It's John White. It's New York 456-127.

R: Could you spell that, please?

G: J-O-H-N W-H-I-T-E.

R: John White, a double room with bath and air conditioner for May 16th. Is that right?

G: That's right. Thank you.

R: Thank you for calling. We're looking forward to seeing you. Have a nice day. Good-bye.

Task 2 Discuss the procedure of reservation with your partner with the help of the conversation in Task 1 and put the following sentences in the correct order.

G=Guest	R=Reservationist
G:	
R: Yes, sir. W	e do. Would you like a single
or double r	room?
G: A single	room, please. What are the
room rates	?
R:	
G: Do those p	rices include tax?
R: No, they do	on't.
G: OK, I'll t	ake the eighty-five dollars
room.	



R:	
G: My name is Fang Ming.	
R: Would you repeat that, please?	
G: F-A-N-G M-I-N-G.	
R: Thank you.	
G: I'll be there in thirty minutes approxim	ately.
R: Fine.	Goodbye
G: OK Goodhye	,-

- 1. We'll be waiting for you.
- 2. Single rooms are eighty-five dollars a night.
- 3. Your name, please?
- 4. When will you be arriving, Mr. Fang?
- 5. Do you have a room available for tonight?

Task 3 Make a group reservation.

R=Reservationist G=Guest

- R: Fortune Hotel. Reservationist. May I help you?
- **G:** Yes. This is Bill White calling from Shijiazhuang. I'd like to reserve rooms for my group.
- **R:** What type of rooms do you prefer? We have single rooms, double rooms, twin-bed rooms (TWBs) and suites.
- **G:** We have 30 people. Fifteen twin-bed rooms with a bath please.
- R: For which dates, Mr. White?
- G: From May 22nd to 24th.
- **R:** Just a moment, please. Fifteen TWBs for May 22nd, 23rd and 24th. Yes, we still have those rooms available.
- G: Then how much do you charge?
- R: RMB 600 yuan per night.
- **G:** Fine. One more thing. May we use the hotel meeting room during our stay in your hotel? We are going to have a meeting in the afternoon of May 23rd, from 3:00 p.m. to 5:00 p.m.
- **R:** No problem. We can make it for you, but we charge RMB 400 yuan per hour for the use of the hotel meeting room.
- G: Oh, I see. Any discount?

