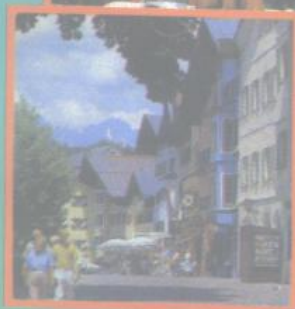




陈卞知 肖 广 编著

ENGLISH FOR
HOTELS & TOURISM
(With Chinese Version)

饭店旅游英语
(汉英对照)



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前 言

《饭店旅游英语》是一本汉英对照,内容较新的饭店服务和旅游服务行业的参考书。除包含有较详尽的旅游饭店日常服务用语外,此书还推出了一些构思新颖、内容有特色的国内旅游会话。书后附有十多项实用的参考资料,正文前还有英语服务用语基本表达形式的简洁归纳。这本书无论对行业人员或是普通读者乃至来华的外国游客以及学习汉语的外国读者都具有一定的参考价值。

来华工作的外国专家 Wayne、Randy Shantz 审阅了英文稿,美国专家 Helen Raffel 博士审阅了全书的汉英对照文稿;梁春香女士,吴然先生为本书提供了有用的资料;潘玲敏,惠焕云女士和王学军先生为本书的资料整理贡献了大量的时间和精力。在此一并向他们表示衷心感谢。

由于编者水平有限,深望广大读者提出批评指正。

编者

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英语服务用语的基本表达形式

英语口语在表达时虽然千变万化,但是具体到服务用语方面的常用句型还是有限的。为帮助旅游饭店业的接待人员更快地掌握这方面的句型,特归纳出以下一些服务用语中的基本表达形式。

1. 常见的英语问句

May I ~?

Could you ~?

Would you ~?

Shall I ~ ?

如果能够掌握、区别这4种基本说法,就可以应付工作上的一般需要。

(1) 当自己想做什么时用 May I ~?

例如：

May I have your name,
please?

能告诉我您的名字
吗?

May I have your check-out
time, please?

能告诉我您离店的时间吗?

May I see your passport,
please?

能给我看一下您的护照吗？

May I know your nationality,
please?

能告诉我您的国籍
吗?

(自己吃不准是否可以问时用 May I know ~?)

(2)在要求客人做什么时用 Could you ~?

例如:

Could you fill out the form, please?	请填写一下这份表格好吗?
Could you write that down, please?	请把这个写下来好吗?
Could you draft the telegram, please?	请拟出电报稿好吗?
Could you hold the line, please?	请不要挂电话好吗?

(3)在问客人喜欢与否或愿望时用 Would you ~?

例如:

Would you like tea or coffee?	您愿意喝茶还是咖啡?
Would you like to take a taxi?	您想要乘出租车吗?
Would you mind ~ ing ?	您对……介意吗?

疑问词的后面接 Would you ~ 的语句,均是询问客人的愿望的表达形式。

例如:

When would you like to visit the Great Wall?	您希望什么时候去参观长城?
Where would you like to have lunch?	您希望去什么地方用午餐?
What time would you like to eat?	您希望什么时候吃饭?
Who would you like to con-	您希望跟谁联系?