

旅游·商贸专业英语

ENGLISH READERS IN TOURISM  
AND INTERNATIONAL TRADE

# 酒店服務英語

## HOTELS IN ENGLISH



陕西人民出版社

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赵 荣      张雪梅      编

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## 旅游·商贸专业英语

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## 编者的话

为了适应旅游和商贸发展的需要,给目前从事或即将从事涉外工作者提供一个迅速提高业务素质,特别是提高英语运用能力的途径,我们特意编写了这套《旅游·商贸专业英语》。

该丛书共分 10 册:《旅游英语实践》、《旅游英语提高》、《酒店服务英语》、《餐饮服务英语》、《航空空勤英语》、《航空地勤英语》、《国际商贸英语》、《国际金融英语》、《国际财会英语》、《国际银行英语》。

各册内容简明扼要,主题突出,文体规范,语言生动。它不但包括了旅游、商贸业务的主要环节,还涉及了旅游、商贸和涉外服务日常业务活动各个方面,比较全面地收入了各专业的词汇和句型,每单元后均附有练习,以便于教学或自我测试,书后附有专业术语的英汉对译表,有助于读者正确把握词语的概念含义。

该丛书编排合理,难易适中,实用性强,易学易记。它不但符合语言学习规律,也符合当今旅游、商贸业务实际。读者研读后,既能学习旅游、商贸业务,也可学到现代流行的旅游、商贸英语。

该丛书既可作为旅游、商贸院校学生的英语阅读教材,亦可供从事旅游、商贸和涉外服务者自学使用。

## FOREWORD

This is one of a series of books called **ENGLISH READERS IN TOURISM AND INTERNATIONAL TRADE**. The series is intended to introduce students of English as a foreign language to the particular language of Tourism Industry and International Trade, the career areas where English is extensively used throughout the world.

Each book in the series serves several purposes. The first is to give the students a general introduction to the particular vocational field in which he is interested. The duties, procedures, characteristics of different kinds of jobs are discussed.

This particular book called **Hotels in English** deals with many kinds of jobs that are found in hotels, together with the duties, problems and rewards of hotel work. The goal is for the student to improve his ability to communicate in English, particularly with others in the same field.

From the point of view of learning English as a foreign language, these books are intended for a stu-

dent at the high intermediate or advanced level. The student who uses these books should be acquainted with most of the structural patterns of English. His principal goals as a learner should be mastering vocabulary, using the various patterns in a normal mixture, and improving his ability to communicate in English.

Each unit begins with a reading passage, which is followed by *Useful Words and Expressions*. *Discussion Questions* are designed with the purpose that the student should be given the opportunity to use in a communicative situation both the vocabulary items and structural patterns that have occurred in the reading.

Each unit ends with *Vocabulary Practice and Review*. Some of them test the student's comprehension of the special terms and give practice in their use, while others pose situations that might occur if the student were working at the job. In doing these exercises, he will also practise the specialized vocational vocabulary and other new words, as well as the structural patterns that are used with them. A great deal of successful language learning comes from practice and experiences. In offering these books, it is hoped that the student's interest in his chosen field will increase his ability to communicate more effectively in English.

# CONTENTS

## UNIT ONE

The Accommodations Industry ..... (1)

第一单元 膳宿业

## UNIT TWO

Management and Administration ..... (23)

第二单元 经营与管理

## UNIT THREE

The Front Desk ..... (46)

第三单元 前台服务

## UNIT FOUR

Housekeeping Maintenance Engineering ..... (73)

第四单元 客房管理,维修与工程

## UNIT FIVE

Food and Beverage Service ..... (97)

第五单元 饮食服务

## UNIT SIX

Special Services and Facilities ..... (118)

第六单元 专项服务及其设施

## UNIT SEVEN

Hotel and Motel Chains ..... (138)

第七单元 酒店和汽车旅馆联号

UNIT EIGHT

Careers in the Hotel Industry ..... (157)

第八单元 酒店的不同职业

Special Terms in Hotel Industry ..... (179)

酒店专业词汇

## UNIT ONE

# THE ACCOMMODATIONS INDUSTRY

A hotel is a temporary home for people who are traveling. In a hotel the traveler can rest and has access to food and drink, either on the premises or nearby. The hotel may also offer facilities for recreation, such as a swimming pool, a golf course, or a beach. In many cases, the hotel also provides free space for the traveler's means of transportation. In this day and age, that of course means the automobile. All of these services are designed to accommodate the traveler, so the hotel business is often referred to as the *accommodations industry*.

Travel and hotels have always been closely related. Along the trade routes of Asia, for example, *caravansaries* were built a day's march apart. Both the people and animals in the caravans could rest and refresh themselves at each one before continuing on long journeys, which often lasted for months or years rather

than mere days or weeks. In Europe and America, *inns* and *taverns* were spaced along the roads at the distance a horse could travel in a day. The inns were primitive by modern standards. The traveler usually had to share his bed with at least one other person, and as many as four other persons in some remote areas. The old-fashioned inns, however, did provide food and shelter for both men and horses and therefore became a symbol for hospitality. Indeed, the word *inn* has been used recently by many modern hotels and motels. They have attempted to suggest the image of people warming themselves in front of a cheerful fire while waiting to be called to a table spread with an abundance of food.

Modern mass transportation, that is, the movement of large numbers of people at relatively low prices, began with the development of the railroads in the nineteenth century. Up to that time, accommodations had been provided by country inns or by family-owned and-operated hotels in the cities. As the railroads carried larger numbers of people further and more rapidly, large hotels were constructed near the train stations. The cluster of hotels around Grand Central terminal in New York is a good surviving example of this stage in the development of the hotel industry.

The automobile and the airplane expanded the potential of mass transportation. Each of these means of transportation has resulted in the growth of corresponding accommodations facilities. In the case of the automobile, motels that serve people traveling by car have sprung up along highways all over the world. The size of this market can be judged from the fact that 85 percent of the trips taken in the United States are by car.

The word *motel* was created by combining *motor* and *hotel*. The term *motor hotel* is also used frequently to designate the same kind of accommodations facility. When automobiles were first used, flimsy and inexpensive *tourist cabins* were built beside the highways. Then, as people demanded greater comfort, the cabins were replaced by *tourist courts* and then by the modern motel, offering services comparable to the more traditional hotels. Motels or motor hotels providing parking facilities for cars were also constructed in many large cities, where they now compete with the older commercial hotels.

The airplane extended the distances that people could travel in a short period. For the accommodations industry, the most direct result of the increase in

tourism that was attributable to the airplane was a boom in the construction of *resort hotels*. A resort is a place to which people travel for recreation. It may offer mountain scenery, the combination of sun and sea, or features that are entirely man-made, like Disneyland in California. Resort hotels did not, however, originate with the airplane. Many communities in Florida, for example, became resorts as the railroad line was extended southward along the East Coast, first to St. Augustine, then to Daytona Beach, and finally on to Palm Beach and Miami at the end of the nineteenth century and the beginning of the twentieth. The airplane made many more places available for development as resorts, including places that were quite isolated. The entire Caribbean area, for instance, became accessible to American and Canadian tourists, and the shores of the Mediterranean Sea have been overrun by vacationers from northern Europe. A few years ago, Torremolinos was a tiny fishing village not too far from Malaga on the southern coast of Spain. It now has a wall of high-rise motels along its beach that make it one of the largest resort towns in Europe.

All hotels do not serve the same clientele, that is, the same kind of guests. In fact, it is possible to place

hotels in four broad categories. The first is the commercial hotel, which provides services essentially for transients, many of them traveling on business. Many city hotels and diversely located motels fall into this group. The second category is resort hotels. Located in vacation areas, they often provide recreational facilities of their own as well. A third type of hotel aims its services largely at the convention trade. *Conventions* are meetings, usually held yearly, of various business or professional groups. Not so long ago, most conventions were held in large urban centers such as New York or Washington D. C. , but the airplane has made it possible for resort hotels to attract this kind of business also. The fourth category is resident hotels. People who do not wish to keep house themselves can rent accommodations on a seasonal basis or even permanently in many hotels.

No firm distinction exists between the different kinds of hotels. In large cities that are also tourist centers, such as New York, Paris, London, Rome, and Tokyo, one hotel may offer all types of service. And even a small motel may have *banquet rooms* and meeting rooms in addition to its accommodations for transients. Many resort hotels nowadays are also designed with

complete convention facilities.

Another way of categorizing hotels is by the quality of service they offer. At the top are the luxury hotels, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. In between these two extremes are establishments offering a wide range of service and comfort. A system for rating hotels according to quality is widely used in France and a number of other countries. This system puts the top hotels in a special *deluxe* category, with others receiving from five stars to one star or "A's". The standard features include private bathrooms, room telephones, recreational facilities, and so on.

The difference in quality between hotels is not, however, entirely a matter of equipment or furnishings. The proportion of employees to guests and/or guest rooms is also a matter of prime importance. In general, the accommodations industry is *labor-intensive*; that is, it employs a large number of people to perform its service. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. A small motel, one with

ten to twenty rooms, may have only three employees, often a husband and wife who own and manage the hotel and in turn hire a maid to do the housekeeping chores. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel. A hotel that prides itself on its quality of service also maintains high standards of performance. Training programs run by the hotel help to make sure that the staff meets the standards.

Regardless of the number of workers, hotel employment itself falls into two broad categories that are traditionally designated by the phrases *front of the house* and *back of the house*. Jobs in the front of the house include management, the various jobs behind the front desk (the check-in desk), accounting, sales and promotion, baggage handling, car attendants, and special services. It should be noted that some front-of-the-house employees — those in accounting or sales and promotion, for example — have little or no contact with the public. Jobs in the back of the house include food and beverage preparation and service, housekeeping, laundry and valet service, engineering, and maintenance. Some of the employees in this group — restaurant or room-service waiters and chambermaids,

for example —— have frequent although rather limited contact with the guests.

The larger and more luxurious the hotel, the greater the variety of jobs that it offers. Nevertheless, the administration and organization of a small hotel is similar to a large one. Engineering and maintenance for a small establishment may be done by contract with local firms, whereas a large hotel will hire its own staff for these functions. In either case, however, the work must be done either in-house or by outside help.

In our discussion of the different vocational opportunities within a hotel, a large commercial or resort hotel offering a wide variety of services will be the standard. Where practices differ from those in smaller hotels, special note will be made of those differences. Generally, the problems and opportunities in all hotels are comparable, since all provide shelter, food, and other services for the traveling public.

## **I . Useful Words and Expressions**

1. accommodations industry 膳宿业