

吴 玲 / 总主编



21 世纪旅游专业系列规划教材

ERSHIYI SHIJI LÜYOU ZHUANYE XILIE GUIHUA JIAOCAI

酒店实用英语

JIUDIAN SHIYONG
YINGYU

赵利民 / 主 审
彭海学 / 主 编



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JIUDIAN SHIYONG

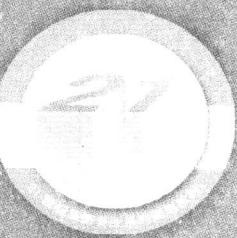
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前言

随着改革开放的深入,旅游业在全国范围内得以蓬勃发展。中国申奥成功,旅游的各链条企业也如雨后春笋般拔地而起,且发展势头良好。以此为契机,酒店业的发展更是突飞猛进。外宾已是许多现代化宾馆接待的主要客人。宾馆服务质量的好坏将直接影响我国的国际声誉和社会经济发展。目前,与旅游业相关的全国高职高专教育也在不断地拓展与深入,其中相当一部分学生将成为从事酒店行业的生力军。为胜任这项工作,他们必须具备相关的知识与技能,尤其是酒店实用英语口语能力,使其胜任接待外宾的服务性工作,达到所学知识 with 酒店服务工作零距离,提高服务质量。本书就是适应学生的这一需要而编写的。

本书共分为以下几部分:

Part I Front Desk

Unit 1 Check In

Unit 2 Communication

Unit 3 Check Out

Part II The Housekeeping Department

Unit 4 Chamber Service

Unit 5 Room Service

Part III Food and Beverage Department

Unit 6 Chinese Food

Unit 7 Western Food

Unit 8 Bar Service

Part IV Health and Recreation Center & Shopping Center

Unit 9 Health and Recreation Center

Unit 10 At the Shopping Center

本书涵盖了酒店服务中必需的词汇、常用句型和表达方式,并涉及酒店中一些实用表格的填写和相关程序的练习。同时,每一章节都配有一定量的习题,通过对这些练习的操作,学员能够做到举一反三,熟能生巧。本书除了适用于高职高专学生,也适用于从事宾馆服务性工作的人员。

在本书的编写过程中,我们参考了大量资料和相关书籍,也征求了很多相关人士有价值的建议。本书由黑龙江旅游职业技术学院彭海学副教授任主编,太原旅游职业学院李瑾任副主编,参编教师有范作为、刘翠萍、艾晶、于文英、郭桂玲。薛博(河北旅游职业学院)为本书编写也做了大量工作。

本书由江西旅游商贸职业学院吴玲主任任总主编,赵利民任主审。

由于编者水平有限,难免出错,希望广大读者批评指正。

编者

2007年11月



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Part I

Front Desk

Unit 1 Check In

Useful Sentence Patterns (1-60)

1. Good evening, sir. Can I help you?
晚上好, 先生。可以为您效劳吗?
2. I'd like to reserve a room.
我想预订一个房间。
3. What kind of room do you want?
您想要什么样的房间?
4. I'd like a double room, please.
请给我一间双人房。
5. For which date?
您想订在哪一天?
6. How long do you intend to stay?
您打算住多久?
7. How many guests are there in your party?
你们一行有多少人?
8. With bath or without?
是否有浴室?
9. How much is the room?
每一间多少钱?
10. A single room is \$ 60 per night.
单人房每晚 60 美元。
11. May I know your name?
可以告诉我您的姓名吗?



12. How do you spell that?
请问怎么拼写?
13. May I have your telephone number?
可以告诉我您的电话号码吗?
14. And your address, please?
请问, 您的地址?
15. Hold the line, please.
不要挂断。
16. I'll check if we have a vacancy.
我来核实一下是否有空房。
17. Thank you for waiting, sir/madam.
让您久等了, 先生/女士。
18. I'm sorry, but we're fully booked for single rooms. Would you like to have a double one?
对不起, 单人房都预约满了, 双人房可以吗?
19. We are fully booked for all types of rooms on that night.
那天晚上各种类型的房间都预约满了。
20. I'd like a room with a sea view.
我要一间看得见海景的房间。
21. When did you make the reservation?
您什么时候预约的?
22. Shall I make a reservation for you?
要我为您预约吗?
23. I'd like to extend it for two more nights.
我想再延长两个晚上。
24. We'll extend the reservation for you.
我们会为您延长预约的。
25. We hope we'll have another opportunity of serving you.
我们希望还会有机会为您效劳。
26. Good morning, sir. Welcome to our hotel.
早上好, 先生。欢迎光临我们酒店。
27. Let me help you with this.
请让我来帮你拿这个。
28. Is this all your luggage?
行李都齐了吧?
29. Is there anything valuable or breakable?
有什么贵重或易碎的物品吗?
30. Just a minute, please. I'll bring a trolley.
请稍等。我去拿一辆小推车。



31. Follow me, please.
请跟我走。
32. This way, please.
这边请。
33. I'd like to check in, please.
我要登记住宿。
34. Please fill in the registration form.
请填写登记表。
35. Please sign here.
请在这里签字。
36. May I see any identifications?
我能看看您的身份证件吗?
37. How would you like to pay your bill?
您打算怎样付款呢?
38. In cash. /By credit card. /By traveller's check.
我用现金/信用卡/旅行支票来付款。
39. Here is your room card and your key.
这是您的房卡和钥匙。
40. Please remember to return your key before you leave the hotel.
请您在离开宾馆前交回钥匙。
41. Have an enjoyable stay.
祝您住得愉快!
42. How do you like this room?
您觉得这个房间怎么样?
43. I'm always at your service.
我随时愿意为您效劳。
44. It's very kind of you.
您真是太好了。
45. I'm afraid we don't accept tips.
恐怕我们不接受小费。
46. Thank you all the same.
尽管如此,还是谢谢您。
47. May I ask who is calling, please?
请问您是哪位?
48. I beg your pardon? /Pardon?
请再说一遍?
49. Please hold the line.
请别挂断。



50. The line has been cut off.

电话断了。

51. We have IDD and DDD services.

我们有国际直拨和国内直拨的服务。

52. Mr Lee, phone call for you.

Lee 先生,您的电话。

53. Sorry. He's just stepped out.

对不起,他刚走开。

54. The bathroom is there on the left, and here's the closet.

左边是盥洗室,这里有壁橱。

55. Dinner is served between 6:30 pm and 11:10 pm.

晚餐时间为 6 点半至 11 点 10 分。

56. The Shopping Center is on the second floor.

购物中心在二楼。

57. The gift shop is on the first floor.

礼品店在一楼。

58. You can send your fax in the business center.

你可以到商务中心发传真。

59. For sending a fax, it's 16 yuan per minute, for a minimum of 3 minutes and with 15% service charge.

发传真每分钟 16 元,3 分钟起算,另加 15% 的服务费。

60. Shall I arrange a taxi for you, sir?

先生,要我为您安排出租车吗?

Dialogue A

Making a Reservation

RC: Reservation Clerk G: Guest

RC: Fortune Hotel. Reservation Desk. Can I help you?

G: Yes. This is Henry Smith calling from Paris. I'd like to book a room, please.

RC: Yes, Mr Smith. For when?

G: From June 14th.

RC: How long will you be staying?

G: About a week.

RC: What kind of room would you like, Mr Smith?

G: I'd like a double room for my wife and myself. By the way, what's the rate of a



double room?

RC: It's 480 *yuan* for a double with bath and 400 *yuan* with shower. Which one would you like?

G: 400 *yuan* a night is OK. It is about 50 US dollars, isn't it?

RC: Yes, Mr Smith, a double with shower, from June 14th to June 21st. Am I right?

G: Yes. That's right.

RC: Thank you for calling, Mr Smith. We are looking forward to your coming.
Goodbye.

Dialogue B

Luggage Service

B: Bellboy G: Guest

B: Welcome to Holiday Inn. Let me help you with your luggage.

G: Thank you.

B: How many pieces of luggage do you have?

G: Two, a suitcase and a handbag.

B: All right. I'll show you to the front desk. This way, please. (Go to the front desk and wait)

B: Shall I put your luggage here?

G: OK, thanks.

B: How do you like this room?

G: It's all right.

B: I'm always at your service. Have an enjoyable stay.

Dialogue C

Check In

C: Front Office Clerk G: Guest

C: Good afternoon. Welcome to Fortune Hotel. May I help you?

G: Yes, I'd like to check in, please.

C: Certainly, sir. May I have your name, please?

G: I'm Lawrence Brown.

C: Do you have a reservation with us, Mr Brown?

G: Yes.

C: Just a moment, please. I'll check our reservation record. Thank you for waiting, Mr Brown. Your reservation is for a twin room from March 5th to 7th for three nights.



- Is that right?
- G: Exactly.
- C: Could you fill in the registration form, please?
- G: Fine.
- C: How would you like to make payment?
- G: By American Express Card.
- C: May I take a print of the card, please?
- G: Sure, here you are.
- C: Thank you, Mr Brown. Your room number is 508, that's on the 5th floor. A bellman will show you the room. Please enjoy your stay.

Dialogue D

At the Information Desk

- C: Clerk G: Guest
- C: Good afternoon. This is the Information Desk. May I help you, sir?
- G: Yes. Is George Brown in the hotel?
- C: Mr Brown? What's his room number, please?
- G: Sorry, I don't know.
- C: Where's he from?
- G: He's from England.
- C: What's he?
- G: He's a lawyer.
- C: Just a moment, please. I'll see if he is registered. Yes, Mr Brown is in our hotel. I'll call his room for you.
- G: Thank you very much.
- C: It's my pleasure.

Words and Expressions

- intend [ɪn'tend] *v.* 想要, 打算
- bath [bɑ:θ] *n.* 浴室
- reserve [rɪ'zɜ:v] *v.* 预订, 贮备, 保留
- reservation [ˌrezə'veɪʃn] *n.* 预约
- extend [ɪk'stend] *v.* 延长, 延伸
- bellboy ['belbɔɪ] *n.* 行李员, 旅馆服务员
- enjoyable [ɪn'dʒɔɪəbl] *adj.* 令人快乐的



pardon ['pɑ:dn]	n. 宽恕, 原谅
closet ['klɒzɪt]	n. 壁橱
fax [fæks]	n. 传真
arrange [ə'reɪndʒ]	v. 安排
fill in	填写
double room	双人房
single room	单人房
all types of	各种类型的
service charge	服务费
sea view	海景
reception desk	总台
front office	前厅, 前台
check in	登记入住
help sb. with sth.	帮某人提/拿
cut off	打断, 隔绝
business center	商务中心

Notes

1. double room: 双人间。酒店客房一般分为: single room 单人间(亦称 SGL), double room 双人间(亦称 DBL, 配备一张双人床, 一般供夫妻使用), twin room 双床间(配备两张单人床, 这类客房在酒店中的比重极大, 亦称标准间, 即 Standard Room)和 suite 套房(套房又分为 executive suite 行政套房、de luxe suite 豪华套房和 presidential suite 总统套房)。
2. American Express Card: 美国运通卡(信用卡的一种)。
3. Information Desk: 问讯处。

Passage

The Front Desk

The front desk is the term that designates the counter where the guests register, pick up their keys and mail, request information, deposit their valuables and pay their bills. It is also called the reception area and is located in the lobby of the hotel. The lobby is the public entrance area that gives access to the guest rooms, restaurants, bars, shops and other facilities in the hotel.

The employee who checks in arriving guests and assigns them to their rooms is the



room clerk. When the guest arrives, the room clerk checks his reservation or the availability of rooms if the guest does not have a confirmed reservation. When the room clerk has confirmed the availability of the accommodations, the guest fills out a registration card with his name, home address and any other pertinent information. The room clerk fills in the room number and the rate the guest will pay.

All of these steps, which take only a few moments in a smoothly functioning system, make up the check-in or registration procedure. When it is completed, the room clerk calls a bellman and gives him a slip with the room number. The bellman then gets the room key from the room clerk and escorts the guest to his room.

Words and Expressions

- designate [ˈdeziɡneɪt] *vt.* 表明, 指定
 register [ˈredʒɪstə(r)] *vi.* 登记, 注册
 bellman [ˈbelmən] *n.* (饭店)侍者
 deposit [dɪˈpɒzɪt] *vt.* 存放
 lobby [ˈlɒbi] *n.* 大厅, 休息室
 confirm [kənˈfɜːm] *vt.* 进一步确定
 registration [ˌredʒɪsˈtreɪʃən] *n.* 登记, 注册

Notes

1. The front desk is the term that designates the counter where the guests register, pick up their keys and mail, request information, deposit their valuables and pay their bills. 前台是指顾客登记, 领取钥匙和邮件, 问事, 寄存贵重物品和付账的柜台。这是一个比较复杂的句子。that 引导的定语从句修饰 term, 在这个从句中又有一个 where 引导的定语从句, 从句中有五个并列的谓语动词。弄懂这几部分之后, 就容易理解了。
2. The employee who checks in arriving guests and assigns them to their rooms is the room clerk. 为来宾办理住宿手续并为他们安排房间的是客房登记员。
本句也是一个复合句, 主句为: The employee...is the room clerk, 中间由 who 来引导一个定语从句修饰 The employee。
3. All of these steps, which take only a few moments in a smoothly functioning system, make up the check-in or registration procedure. 住房和登记等所有手续, 如果办事顺畅, 只需片刻即可办完。
All of these steps, which..., make up... 这是一个复合句, All of these steps...make up... 是主句; which 引导的一个非限定性定语从句修饰 All of these steps。

