



高等职业教育“十一五”规划教材

高职高专旅游类教材系列

雷 兵 主编

酒店英语听说 实训教程



科学出版社

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旅游概论
现代饭店管理概论
旅游经济学
旅游管理基础
旅游心理学
新编实用旅游美学
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旅游商品学
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内 容 简 介 “十一” 职业教育类教材

本书按照酒店工作流程的顺序进行设计和编排,涵盖了酒店各个核心部门的服务和管理内容,将语言学习作为手段,强调明确的职业指向性,突出酒店工作对职业英语技能的要求,将职业训练贯穿于英语学习之中。全书共分为前厅服务、客房服务、餐饮服务和其他服务四个单元。

本书是为中、高等职业院校旅游管理和酒店管理专业学生编写的英语教材,也可以作为酒店一线员工的英语培训教材,或酒店从业人员的参考手册。

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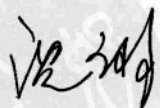
序

现代社会经济的发展,带来了世界旅游、商务活动的兴旺,酒店业也随之迅速发展。中国酒店业经过 20 多年的发展,从一个计划经济的封闭性行业转变为与国际接轨较早、较快、较为顺畅、市场化程度较高的开放性行业。一个酒店要立足于这样一个高度开放的行业,需要相当数量的高素质员工来体现每个环节中的优质服务,提高顾客的满意度。而其中服务人员言语的表达技能是让顾客产生满意感的前提。因此,酒店服务人员的英语水平是酒店的核心竞争力之一。

本书根据当前酒店业服务的实际需要和服务人员的实际情况,突出了内容的专业性和实用性。本书内容丰富,结构合理,语言简洁实用、浅显易懂,表达规范、语言地道,突破了仅作为教材在课堂使用的局限性,还可供酒店服务从业人员结合自己的实际岗位工作需要和自身的英语水平对照自学,特别有助于提高酒店服务人员的专业英语水平。

在我从事酒店业的管理生涯中,深知熟练掌握酒店专业英语是对高星级酒店服务人员技能的要求。对于当前酒店业从业人员而言,一本难易适中,又紧贴酒店实际岗位服务的培训教材无疑是雪中送炭。本书的出版,正好解决了酒店管理部门培训员工所急需的英语教材问题。因此,我向各类型酒店的管理部门推荐使用这本不可多得的实训教材。同时,我相信在培训中,如果能把这本教材的内容和自身酒店的实际情况结合,势必会取得良好的培训效果。

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美国饭店协会注册高级职业经理人 (CHA of AH&LA)
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前 言

旅游业是我国经济发展的支柱产业，也是对外开放度很高的行业。据世界旅游组织（UNWTO）预测，到 2015 年，中国将成为全球最大的旅游目的地国和第四大旅游客源国。

旅游业的发展将带来大量持续的跨文化交流活动。随着中国酒店的国际化发展，以及众多跨国酒店进入中国市场，酒店从业人员具备良好的英语交流与沟通能力，熟悉主要客源国的语言文化背景，将有助于在接待来自英语文化背景国家的旅游者时，消除语言障碍，减小服务过程中因文化差异而导致的服务失调，提高跨文化交流的技能，让流利的语言服务能力为娴熟的职业技能锦上添花，从而为国际客人提供全方位、高品质的服务。

本书根据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和趋势进行编写，具有如下特点：

（1）内容全面丰富，职业指向性强

本书从情景对话案例入手，以培养学生英语听说方面的实际应用能力为目标；按照酒店工作流程的顺序来设计和编排内容，涵盖了酒店各个核心部门的服务和管理内容；将语言学习作为手段，强调明确的职业指向性，突出酒店工作对职业英语技能的要求，将职业训练贯穿于英语学习中。

（2）实用性和自学性强

在每个单元的导读部分，引入个人从事相关管理及服务部门和岗位所需的素质、技能要求；在案例对话学习中，设置具体的情景，使教学与酒店工作实践对接，帮助学习者更好地理解对话内容和进入学习状态；练习部分的设计是为了让学习者复习并巩固所学相关岗位的英语听说技能和表达方式；第三部分，设置相关的表达方法和句型，帮助学习者扩展语言学习和运用的空间；第四部分，用英语呈现与每个单元主题相关岗位的服务内容和工作流程，并要求学习者复述，这不仅能使学习者的相关语言技能得以强化和巩固，还有助于他们进一步了解相关岗位的工作内容和流程，与导读部分相互呼应。

（3）使用对象广泛

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以及有志进入酒店行业人员的参考手册。

另外，英籍教师 Carole Bevis 为全书进行了校审，昆明泰丽酒店副总经理沈翊先生为本书的编写提出了许多宝贵意见，在此一并表示感谢。

由于酒店英语所涉及的内容广泛且不断发展，加之编者水平有限，书中难免存在不妥之处，敬请广大读者不吝指正。

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Unit 1



前厅服务

• Front Office

- Housekeeping Service
- Food and Beverage Service
- Other Services



→ 导读

服务是酒店产品的核心内容，服务水平的高低决定了酒店能否赢得顾客青睐、创造忠实的顾客群、塑造品牌形象。前厅服务是体现酒店服务水平的窗口，主要包括四个服务环节：客房预订、住宿登记、侍应服务和结账退宿。本单元中，学习者将了解到前厅服务过程中的常用英语词汇与表达法、掌握前厅接待场景中的服务技巧，进而通过情景对话真实体验酒店前厅服务的过程。在此基础上，进一步掌握相关的扩展词汇，通过一些有用的阅读材料将前厅服务的语言知识和技能融会贯通。



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Lesson 1 Room Reservation 客房预订

Section One



Key Words and Expressions

reservation	[ˌrezə'veɪʃən]	n.	预订
verbal	['və:bəl]	a.	口头的, 用言辞的
supervisory	[ˌsju:pə'vaɪzəri]	a.	管理的, 监控的
conflict	['kɒnflɪkt]	n.	冲突
reliable	[rɪ'laɪəbl]	a.	可靠的
flexible	['fleksəbl]	a.	灵活的, 弹性的
request	[rɪ'kwest]	n.	要求, 请求
		v.	请求, 要求
preference	['prefərəns]	n.	偏好, 优先
housekeeping	['haʊski:pɪŋ]	n.	客房服务
security	[sɪ'kjuəriti]	n.	安全; 保安
cancellation	[kænsə'leɪʃən]	n.	取消
inquiry	[ɪn'kwaɪəri]	n.	打听, 询问, 调查, 查问
summarize	['sʌməraɪz]	v.	概述, 摘要而言
detail-oriented		a.	注重细节的
liaise with			与……保持联络
group check-ins			团体住宿登记

single room
double room
twin room
triple room
in person

单人间
双人房 (配一张双人床)
标准间 (配两张单人床)
三人间
亲自, 本人

Personal Qualities and Skills

As a reservation clerk, you should possess

- good verbal skills and typing skills
- good time management skills
- good supervisory skills
- basic problem solving skills
- an ability to resolve guest conflicts.

You should be

- reliable
- detail-oriented
- able to work flexible hours
- friendly and helpful.

A reservation clerk has to

- handle and process reservation requests and maintain reservation records
- keep a record of guests' arrivals, time of check-in, length of stay, and their special needs and preferences
- liaise with other departments such as housekeeping, restaurants and security, regarding VIP and group check-ins
- manage the booking of rooms.

Lead In

Listen to a dialogue twice and answer the following questions.

1. What job does the woman do?
2. How many people is the room for?

Section Two

Case Study

Dialogue Situations:

One month before October 1st Mr. Liu and his wife have decided to go to Hainan for

their seven days holiday. They know a lot of people from all over China have the same idea and want to spend their holiday in Hainan, so Mr. Liu is calling Yaxin Hotel to make a reservation.

Dialogue 1

C = Clerk, L = Mr. Liu

C: Reservations. Good afternoon. May I help you?

L: I want to reserve a room in your hotel.

C: What kind of room would you like, sir?

L: I'd like a double room from 30 September to 4 October.

C: Could you please hold the line? I'll see if there is room available for those days.

L: OK.

C: Sorry to have kept you waiting, sir. We have rooms available for that period.

L: Do you have a room with a front view?

C: Yes, sir.

L: What's the price difference?

C: A double room with a front view is 150 dollars per night, one with a rear view is 110 dollars per night.

L: I think I'll take the one with a front view then.

C: Could I have your name, please?

L: It is Roger Liu.

C: And your address, please?

L: It is 216 Chunyu Road, Chengdu.

C: Yes. What time will you be arriving, Mr. Liu?

L: Around 6:00 pm. Do you have a pick up service?

C: Yes. We have an airport representative to receive our guests there.

L: Fine.

C: So, Mr. Liu, a double room with a front view for five nights. Am I correct?

L: Right. Thank you very much.

C: Thanks for calling, and we look forward to seeing you. Good-bye.

L: Good-bye.

Notes:

1. 预订房间可以用 reserve a room 或者 book a room, 前者更正式些。
2. Could you please hold the line?
您能不挂电话吗?

3. liaise with other departments.
与其他部门保持联络。
4. Do you have a pick up service?
你们有接机服务吗? [通常高档酒店都提供接机服务, 由酒店派专人(机场代表)负责到机场接送客人。]
5. Do you have a room with a front view?
有没有朝阳面的房间?

Exercises 1

Answer the following questions supposing that you are a receptionist.

1. What would you say when you answer the phone?

2. How would you find out when the guest wants a room for?

3. What would you say if you are not sure whether there is room available for a guest?

4. How do you confirm a guest's reservation?

5. What would you say when you have kept a guest waiting on the line?

Dialogue 2

(Miss Jones is working at the Lenovo Corporation in Hangzhou. On 4 August her boss Mr. Malone is going from Beijing to Hangzhou for a conference. She is going to Yuhuang Hotel to reserve a room for Mr. Malone.)

C = Clerk, J = Miss Jones

- C: Good morning. Can I help you?
- J: Yes, I'd like to book a single room for my boss from the afternoon of 4 August to the morning of 9 August.
- C: Yes, we do have a single room available for those dates.
- J: What is the rate, please?
- C: The current rate is 80 dollars per night.
- J: What services come with that?
- C: The 80 dollars per night includes breakfast, so is worth 86 dollars.
- J: That sounds not bad at all. I'll take it.
- C: Very good. Could you tell me your boss's name, please?
- J: Yes, it is Henry Malone.

C: How do you spell Malone, please?

J: It's M-A-L-O-N-E.

C: M-A-L-O-N-E. May I have your name and telephone number, please?

J: Yes, it's 66510527. I work at the Lenovo Group. My name is Jones Hill.

C: We do offer special rates for your company. For a single room there is a 25% discount. Shall we charge this to your boss directly?

J: No, to my company, please.

C: To which department should the bill be made out?

J: To the Accounting Department, please.

C: May I know Mr. Malone's arrival time on 4 August?

J: Around 7:00 pm. By the way, Mr. Malone would like a quiet room away from the street if that is possible.

C: A quiet room away from the street is preferred. OK.

J: Thanks. What's your cancellation policy?

C: To avoid any charges, please notify us at least 24 hours in advance. Is there anything I can do for you?

J: No, thank you and good-bye.

C: Good-bye.

Notes:

1. What is the rate, please?

房价是多少?

2. We do offer special rates for your company.

我们对你们公司是有优惠价的。

3. For a single room there is a 25% discount.

单间可以有 25% 的折扣。

4. Shall we charge this to your boss directly?

我们直接给你的老板这个价吗?

5. To which department should the bill be made out?

账单应该出给哪个部门?

6. A quiet room away from the street

不临街的安静房间

7. What's your cancellation policy?

你们对取消预订有什么规定吗?

Exercise 2 Listen to the tape twice and fill in the Reservation Form with the information you have just heard.**I. Practice the dialogue with your partner.****II. Answer the following questions.**

1. How many ways can the guests make a reservation? What are they?

2. Do you know how many types of room a hotel can usually provide?

3. What is Mr. Malone's particular requirement for the room?

4. How much is the final room rate for Mr. Malone?

5. How would you ask a guest about his preference for a room?

III. Listen to the dialogue twice and fill in the blanks with the words or phrases you have heard.

A=Clerk, B=Guest

A: This is the Yaxin Hotel. Can I help you?

B: Yes, I'd like to _____ a room in your hotel, please.

A: Thank you, sir. For _____ and how many _____ will there be in your party?

B: From 14-16 July. My wife, my baby _____ and myself.

A: From 14-16 July. And which kind of room would you prefer, sir?

B: A twin with a dawn, please.

A: Just a moment, please. I'll check our room _____ (after a while) Sorry to have kept you waiting. We do have a twin room with a sea view at _____ per night. Will that be all right?

B: OK. I'll _____ it.

IV. Listen to the following passage twice and decide whether the 5 statements are true or false.

- () 1. This passage is about the hotel clerks' duties.
- () 2. Hotel clerks mainly deal with check-in, not check-out.
- () 3. When the guests check in, the hotel clerks also assign them rooms.
- () 4. It's not the responsibility of the hotel clerks to keep the guests' registration records.
- () 5. Hotel clerks are also responsible for helping to solve problems that guests may have.

V. Listen to the tape twice and fill in the Reservation Form with the information you have just heard.

Reservation Form

首次预订 <input type="checkbox"/> NEW BOOKING	修改预订 <input type="checkbox"/> AMENDMENT
取消预订 <input type="checkbox"/> CANCELLATION	
客人姓名 Guest Name: _____	人 数 Persons: _____
房间类型 Room Type: _____	房 价 Room Rate: _____
到达时间 Arrival Date: _____	离店日期 Departure Date: _____
预订者 Name of Applicant: _____	电话号码 Telephone Number: _____
地 址 Address: _____	传真号码 Fax Number: _____
预订日期 Date of Application: _____	接待者 Received By: _____
备 注 Remarks: _____	

VI. Role-Play.

Guest: Your name is Elizabeth Brown. You'd like to reserve a double room from 3 to 10 March. You are calling the hotel.

Receptionist: You answer the phone and accept the booking.

Section Three

Useful Words and Expressions

- | | |
|-----------------------|-------|
| 1. junior suite | 小套间 |
| 2. deluxe single room | 豪华单人间 |
| 3. duplex suite | 复式套间 |
| 4. presidential suite | 总统套房 |
| 5. cancellation | 取消 |
| 6. travelers check | 旅行支票 |
| 7. minimum price | 最低价格 |
| 8. peak / high season | 旺季 |

9. low / off season 淡季
10. rack rate 基本房价 (标准房价)
11. contract rate 合同房价
12. I'll arrive late, but please keep my reservation.
我会晚些到达, 请保留我预订的房间。
13. I'm sorry, sir. We are fully booked.
先生, 真抱歉, 房间已订满了。
14. I'd like to confirm your reservation.
我想确认一下您的预订。
15. We offer free transportation to and from the airport.
我们提供免费机场接送服务。
16. I'm afraid we have no double rooms.
我们没有大床间了。
17. I'm sorry. We are fully booked for those days as it is the peak season.
对不起, 因为是旺季, 那几天的房间都被订完了。
18. I'm sorry, but could you please call us again next week? We may have some cancellations.
很抱歉, 不过下个星期请您再打电话过来好吗? 也许会有人取消预订。
19. I'd like to extend my reservation for two days.
我想将预订延长两天。
20. I'd like to cancel a reservation.
我想取消预订。
21. We'll make the cancellation for you.
我会为您取消预订。
22. If you have any further inquiries, please don't hesitate to contact me.
如果您有任何问题, 请随时与我联系。

Section Four

Read and Speak

Read the following passage about a reservations clerk's work and retell it to your partner.

The reservation clerk belongs to the front office department. His/Her responsibilities include answering questions about room reservations, taking reservations, cancellations, and revisions, writing and sending out the hotel's letters of confirmation.

There are six steps involved in the reservation process. Firstly, the reservation clerk receives an inquiry in person, over the phone, in the mail, by fax or through a central