

高职高专规划教材

Listening and Speaking Course for Hotel English

饭店英语听说教程

◆ 主 编 柯淑萍 孙 培

Hospitality Industry ABCs

The Front Office

Housekeeping

Food and Beverage

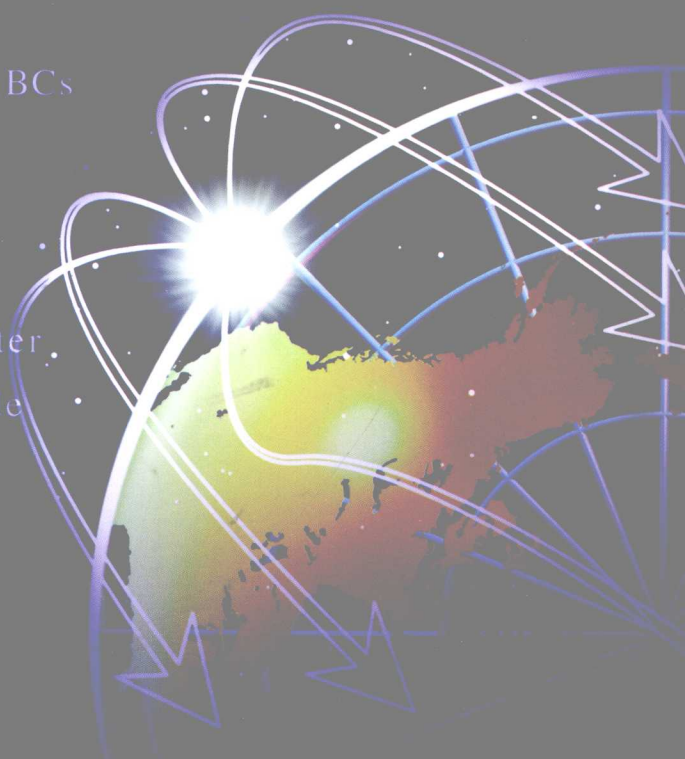
At the Recreation Center

At the Shopping Arcade

Conventions

Marketing and Sales

Complaints



ZHEJIANG UNIVERSITY PRESS
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Preface (前言)

众所周知, 2008 年北京奥运会和 2010 年上海世博会将极大地推动我国旅游业和酒店业的发展。业内人士指出, 旅游业和酒店业是充满诱惑力的黄金产业, 预计在未来 10 年内旅游业将成为许多地方的经济支柱。然而, 具有较强的外语表达能力、懂国际惯例, 又熟知酒店业务的酒店宾馆管理人员和技能人员严重缺乏, 这已成为中国酒店业迎接未来挑战的“瓶颈”。有鉴于此, 我们根据多年从事饭店英语教学的积累编写了《饭店英语听说教程》一书, 以听力和口语训练为主线, 帮助读者充分掌握酒店业的实用英语。该书共分成九大部分:

Part 1 Hospitality Industry ABCs (酒店业须知)

Part 2 The Front Office (前厅)

Part 3 Housekeeping (客房服务)

Part 4 Food and Beverage (餐饮)

Part 5 At the Recreation Center (在康乐中心)

Part 6 At the Shopping Arcade (在商场)

Part 7 Conventions (会议)

Part 8 Marketing and Sales (市场营销)

Part 9 Complaints (投诉)

每个 Part 下面包含本章导读及若干个 Unit, 每个 Unit 下面由四大块组成, 分别为 Listening and Discussion, Pronunciation, Role Play, Word Stock.

Listening and Discussion (听力与讨论): 听力的材料由两块组成, 两块听力材料都与本 Unit 的主题密切相关, 形式相对自如, 既有篇章的形式, 又有对话的形式, 练习中采用了填空、补全对话、听写、判断等多种形式。

Discussion 的话题也与本 Unit 的主题相关,与下一个环节起到承上启下的作用。Listening and Discussion 部分是全书的重点,把听与说的内容有机地融合在一起。

Pronunciation (语音训练): 该部分实际为该 Unit 可能会出现的有效句型与必学句型,突出语音语调的训练,为下一个环节 Role Play(角色表演)做准备。这个部分较之以往的饭店英语教程中的对话训练有一个突出的特点,那就是灵活。以往的对话训练把学生的思维模式都给框死了,对话背得滚瓜烂熟依然无法在实际操作中得以应用。该部分所有的句型都是灵活的,在不同的场合有不同的应对,而且强调发音的准确性与流利性。

Role Play (角色表演): 每个 Unit 在进行了听力与讨论及语音训练之后进入到第三个环节,就是角色表演环节,也就是语言的运用环节,教师给出与本 Unit 相关的提示与要求,学生做现场表演。

Word Stock (词汇库): 该环节是对该 Unit 的一次整理和补充,把与该 Unit 相关的词汇全部罗列出来,扩大学生的词汇量和知识点。

该教程最大的特点是进行整体化教学,教学过程层层推进,听说有机地融合在一起,改变了以往饭店英语教程死板的对话模式,操作性强,教学过程灵活生动,注重语言的实际应用能力。

本书听力内容由 John Meny (Ph.D.)先生和 Laura 女士朗读。

书末有听力原文、参考答案、饭店管理服务人员必学英语句型、酒店常用词汇、杭州著名菜肴等若干附录,以便读者查找、学习。

由于时间仓促,教材中的缺点和错误在所难免,欢迎各位专家、同仁及读者批评指正。

编者

于浙江旅游职业学院

2008年4月

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Part 1

Hospitality Industry ABCs (酒店业须知)



Introduction: This part talks about hotel types, hotel service, different customers and the future of hotels. Hotels can be classified into different types according to the function, size, location, etc. Each letter in *service* stands for service skill in hotels. This part also discusses how to deal with different guests and predicts the future of hotels.

本章导读: 本章介绍酒店类型、酒店服务、不同类型的酒店客人以及酒店业的未来。根据功能、规模、地理位置的不同可以对酒店进行不同的划分; *Service* 的每个字母都诠释了酒店服务的要旨, 对待不同类型的客人如何给予最好的服务以及对酒店业的未来给予预测。

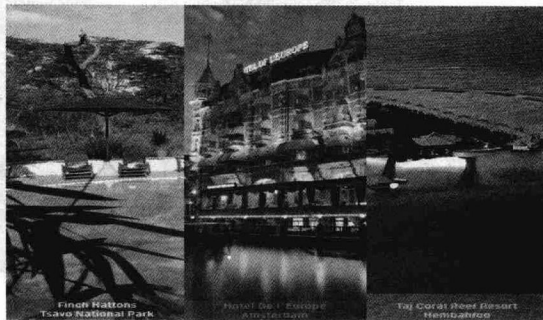
Unit 1 Hotel Types

Unit 2 What Is Service?

Unit 3 Different Guests

Unit 4 The Future of Hotels

Unit 1 Hotel Types



Listening and Discussion

A. Listen to the passage and fill in the blanks with what you've heard from the tape.

1. The aim of a hotel is to create _____ away from home for all the traveling guests who need _____, food and _____.
2. A hotel is an establishment that has _____ in a large building.
3. A hotel offers _____, shops, _____ inside the building.
4. A resort can have golf courses, _____, _____, and other tourist facilities.
5. At _____, the guests park their cars near their rooms.

B. Listen to the passage and decide whether each of the following statements is true (✓) or false (×).

1. All hotels provide the same service to the guests. ☐
2. Commercial hotels offer drink and accommodation to traveling business people. ☐
3. Resort hotels are often located in the city center. ☐
4. Convention hotels mainly aim their services at conventions. ☐
5. Hotels can also be classified according to where they are located or to their size. ☐

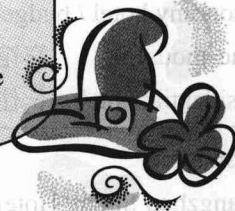
C. Discuss the following questions.

1. Discuss as many types of hotels as possible in your city and discuss their differences in function.
2. What do you think are the most attractive features of a hotel?
3. If you are a guest in a hotel, which of the facilities will you use?

Pronunciation

Practise speaking the following sentences in the speech balloon.

1. A hotel is a home for all the traveling guests who need rest.
2. Golden management hatches golden service.
3. In a hotel, we can meet and serve people from all walks of life.
4. I'll try my best to satisfy every guest.
5. I like working with people, my guests are friendly to me and this makes me happy.



Role Play

Imagine that you are designing your own new two-or-three-star hotel, with all the facilities you think it should have. Before you start, fill in the blanks in 1 and 2 with some more ideas of your own.

1. First of all, decide on the following:

The location of your hotel:

beach city center city outskirts lakeside _____

The guests you're expecting:

business people budget travelers families on vacation _____

2. Now decide what facilities you want to offer. This isn't a five-star hotel, so you can't offer the same wide range of luxury facilities—your budget limits you to five!

Room facilities (five only):

satellite TV with English-language channels	fax phone
balcony or terrace	sun beds on the balcony or terrace
desk and chair	armchairs mini-bar
24-hour room service	air conditioning

Public facilities (five only):

indoor pools	fitness center	outdoor heated pool
TV room	tennis court	golf course
sauna	sailing	water-skiing
children's playroom	coffee shop	bar
lounge	sunbathing area	garden

3. Prepare a presentation of your ideas, which you will give to the rest of the class.
4. Whole-class activity. Each team presents its design to the rest of the class. Vote on the most imaginative design.

Word Stock

airport hotel	机场酒店	commercial hotel	商务酒店
conference center	会议中心	convention hotel	会议酒店
economy hotel / budget hotel	经济型酒店		
guesthouse <i>n.</i>	宾馆	motel <i>n.</i>	汽车旅馆
residential hotel	长住酒店	resort hotel	度假酒店

Home Inn	如家快捷酒店
Hangzhou Sunny Hotel	杭州香溢大酒店
Wuyang Holiday Hotel	五洋假日酒店
Hyatt Regency Hotel	凯悦酒店
Jinjiang Inn	锦江之星
Lake View Hotel	望湖宾馆
Merchant Marco Hotel	马可波罗假日酒店
Motel 168	莫泰 168
Radisson Plaza Hotel	国大雷迪森广场酒店
Ramada Plaza Hangzhou Haihua Hotel	华美达广场杭州海华大酒店
Shangri-la Hotel	香格里拉饭店
Sofitel Westlake Hotel	索菲特西湖大酒店
Super 8 Hotel	速 8 酒店
World Trade Center Grand Hotel	世界贸易中心大饭店
Xihu State Guest Hotel	西湖国宾馆
Zhejiang Hotel	浙江宾馆
Zhejiang International Hotel	浙江国际大酒店

A. Listen to the passage and decide whether each of the following statements is true (✓) or false (✗).

1. Service at hotels is as good as before. ☐
2. Hotel employees should be responsible for the situation. ☐
3. Bad employees don't leave any impressions on the guests. ☐
4. Working at hotels is always relaxing and well paid. ☐
5. Hospitality workers should put their own feelings aside and please the guests. ☐

1. We can be sure that the story happened in _____.
A. America
C. the UK
B. the Queen's palace
D. an small restaurant
2. When the head master asked the man not to take off his jacket, the man _____.
A. took his advice at once
C. refused to listen to him
B. left the restaurant angrily
D. wanted to see the manager
3. The man told the waiter that he could take off his jacket because _____.
A. the weather was very hot
B. the Queen of the UK let him to do so in the USA
C. he was very rich
D. he was free to take off his clothes anywhere

4. What the Queen really meant was that _____.
 A. people in the USA were less polite
 B. she let him take off his jacket in America
 C. the Britains and the Americans enjoyed different ways of life
 D. he shouldn't take off his coat on such a formal occasion in England
5. From the story we can see that _____.
 A. the man went to have dinner with his friend
 B. the head waiter was afraid of the Queen
 C. the man went to see the Queen of the UK with his friend
 D. the Queen invited the man to have dinner in a restaurant

C. Find out about the last time your partner went to a restaurant, a café and a shop.

Discuss the following questions.

1. How helpful and friendly were the staff?
2. What did the staff do to make you feel welcome? What did they say to you?
3. Would you recommend the place to a friend? Why or why not?

Pronunciation

These are ten golden keys for service at a hotel, remember these keys and practise them in your work.

1. The customer is king.
2. Speak to people.
3. Smile at people.
4. Be sincere, honest and friendly.
5. Call people by name.
6. Be helpful.
7. Wear your name badge.
8. Take pride in your appearance.
9. Consider the feelings of others.
10. Know your job and your hotel.



Role Play

Tell your partner why you choose hotel service and management as your major. The following expressions may be helpful for you.

I enjoy dealing with people because:

I like meeting new people.

People are usually very friendly.

I find it challenging.

Every person you meet is different.

I can experience different culture.

Word Stock

a home away from home

reputation first, customer foremost

S—smiling for everyone

E—excellence in everything we do

R—reaching out to every guest with hospitality

V—viewing every guest as special

I —inviting guests to return

C—creating a warm atmosphere

E—eye contact that shows we care

家外之家

信誉第一，顾客至上

向每个人微笑

对我们所做的每件事都力求完美

热情对待每位客人

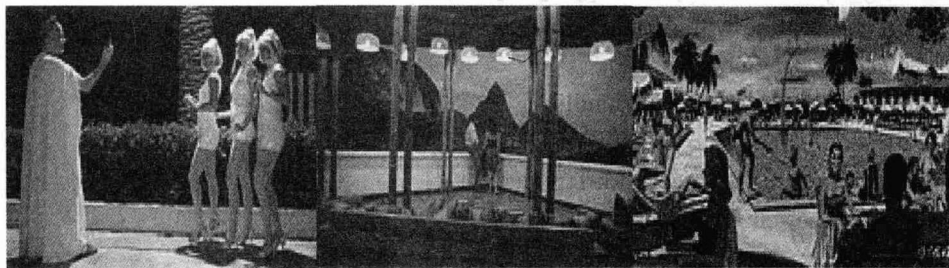
把每个客人都当作特别的客人

欢迎客人再次光临

创造温馨的气氛

用眼神表示我们的关注

Unit 3 Different Guests



Listening and Discussion

A. Listen to the passage and fill in the blanks with what you've heard from the tape.

The hospitality industry as a whole benefits from 1) _____. The guests don't 2) _____ the hotel, but the hotel depends on the guests. So the guests are the 3) _____ to all hotels. Different guests have 4) _____ in their 5) _____ of a hotel. It is very important for a hotel to understand the 6) _____ of the guests who visit the hotel. The more 7) _____ a hotel can get about its guests, 8) _____ they can offer to its guests and the more 9) _____ it can get from its guests. This information is also of 10) _____ when analyzing and trying to 11) _____ guest requirements, determining the facilities and 12) _____ and evaluating the hotel's 13) _____.

B. Listen to the passage and decide whether each of the following statements is true (√) or false (×).

1. Hotels guests can be classified into business and pleasure travelers as to numbers. ☐
2. Pleasure guests are often price sensitive. ☐
3. Business travelers may desire advanced communication equipment. ☐
4. An independent traveler often travels with his colleagues. ☐
5. Hotels need to find out how guests choose a hotel in order to provide a good service. ☐

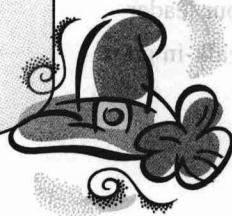
C. Discuss the following questions.

1. What are the most important reasons you go for traveling?
2. What are the advantages and disadvantages of tourism in your region?
3. How can you be a responsible tourist?

Pronunciation

Practise speaking the following sentences in the speech balloon.

1. It's a great place for walking.
2. It's very different from what you expect.
3. You get a very full day of entertainment.
4. It's just opposite McDonald's.
5. It's just around the corner from our hotel.
6. It's three blocks north of our hotel.
7. Would you like me to call a doctor for you?
8. What I suggest you doing is this...

**Role Play**

1. Choose two words or phrases from the list below that you can use to describe one of the scenic spots in your region.

interesting	fascinating	enjoyable
unusual	worth visiting	attractive
superb	wonderful	charming
impressive	unforgettable	rewarding
pretty	tiring	large
dull	high	exhausting
worthwhile	nice	lovely

2. Imagine that one of you is a foreign guest. Role play a conversation about why he comes to China and what will be interesting to him.

Word Stock

conference participants	参加会议者
corporate business travelers	团队商务游客
domestic travelers	国内游客
foreign independent travelers (FITs)	国外散客
group code	团号
group inclusive travelers (GITs)	团队全包游客
independent traveler	旅游散客
package tour	包价旅行
repeat guest	回头客, 老客户
special interest travelers (SITs)	特种游客
tour group	团队
tour leader	领队
walk-in guest	散客