



Hotel English

饭店英语

Foreign Language Teaching and Research Press

外语教学与研究出版社

HOTEL ENGLISH

饭店英语

艾 群 编

外语教学与研究出版社

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FANDIAN YINGYU

艾群编

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前言

随着我国改革开放政策的深入实施,我国的旅游事业得至了空前的发展。日益发达的旅游业又带动了旅游服务行业的大发展,其中饭店业的发展尤其迅速。一座座现代化的饭店大楼雨后春笋般地拔地而起,给许多古老和新兴的城市增添了无限风光。

这些现代化的饭店设备良好,管理有方,因而经济效益也比较高。它们凭着优越的工作条件,丰厚的工资和现代化企业的魅力,日益成为广大青年向往的热门行业。

这些饭店多以接待外宾为主,所以对职工的服务水平一般都要求得比较高,尤其是对外语的要求十分严格。但是,饭店事业在我国仍然是一个年轻的行业,所以还有许多问题要靠自己摸索解决。其中职工的培训就是比较突出的一个问题。其所以如此,是因为它不仅涉及到专业技能的训练,更重要的是它还涉及语言文化知识的修养。

本书用浅近的英语写成,一律附汉语参考译文,共分七个单元,系统地介绍了饭店各个部门的工作。每一单先讲述某一个部门的组织和职能、人员素养以及注意事项等,然后针对每个部门的实际工作提供大量生动的情景对话。这些对话不仅可以帮助饭店工作人员进一步更形象地了解每个部门的工作,而且还可以为他们提供一些解决实际问题的方法和接待顾客时常

用的语言表达手段。每个对话后面有一些最常用的句型以及语言文化方面的小知识。本书最后还选编了饭店专用语汉英对照表等六个附录,供读者参阅。

本书编者衷心希望这本《饭店英语》能够使广大有志于从事和现已从事旅游服务工作,尤其是饭店工作的同志们在工作和学习中得到裨益。

编 者

1988年3月

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Unit One

Advance Reservations

The advance reservationist belongs to the front office department. He / she works at the front desk by the lobby. His / her job responsibility includes answering questions concerning reservations, booking and assigning rooms for guests who request rooms in the hotel. He / she also takes reservations, cancellations and revisions and writes and sends out the hotel's letters of confirmation.

Advance reservations are made in different ways — some people send reservation letters to the hotel. Others go directly to the hotel and make reservations in person or call the hotel and make reservations over the telephone. (But it is usually necessary for guests who make reservation by telephone to confirm their booking in writing.) Still others telegraph the hotel for rooms.

Today telex reservation has become more popular. This is because, with telex, the communication is instantaneous. Messages can be sent and received from one corner of the world to another in a matter of seconds. The hotel can confirm a guest's booking immediately with a reply telex and the in-coming

telex from the guest can be kept as the confirmation of the guest's booking. Thus much time and paperwork is saved.

TELEX RESERVATION

301103 IH CN

3728132 WDW UR

11 / 24 / 87

To: Advance Reservations, Imperial Hotel, Beijing

From: Judy Glasser, Operations, EPCOT Center, WDW, Orlando, Fl

PLEASE RESERVE A SUPERIOR DOUBLE WITH A COT FROM THE EVENING OF DECEMBER 14TH TO DECEMBER 18TH 1987. A ROOM WITH A VIEW OVER THE GARDEN IS PREFERRED. ARRIVAL GUARANTEED. PLEASE CONFIRM AS SOON AS POSSIBLE AND INFORM THE AMOUNT OF DEPOSIT REQUIRED.

3728132 WDW UR

301103 IH CN

A recent development in the hotel advance reservations business is the introduction of a computerized reservation network linking the different hotels in a hotel chain with each other, with major airline seat reservation systems and with the computer terminals in the offices of important travel agencies. Thus the guest's reservation is very much facilitated. For now the guest can simply go to either a travel agency or a airline office or a hotel and have all his travel arrangements made.

When a reservationist receives a reservation re-

quest he / she first checks the hotel's booking situation and see if the hotel has any vacancy during the specified period. If the hotel is able to accept the booking the reservationist would fill out a reservation form and record the information in a reservation diary.

RESERVATION FORM

Name, Mr. / Mrs. / Miss _____ Arrival Date _____
Address _____ < > am. < > pm.
_____ Occupancy
Telephone _____ < > single < > double
Room Type
_____ < > single < > double < > twin bath
_____ < > superior deluxe < > suite
Rate Per Night _____ Clerk _____
Number in Party _____ Date _____

DIALOGUE 1

Operator: Grace Hotel. Good morning! Can I help you?

Caller: Yes, I'd like to book a room at your hotel.

Operator: Just a moment, please.

Wang: Advance Reservations. Can I help you?

Caller: Yes, I'd like to book a single room with bath from the afternoon of October 4 to the morning of October 10.

Wang: Yes, we do have a single room available for those dates.

Caller: What is the rate , please?

Wang: The current rate is \$ 50 per night.

Caller: What services come with that?

Wang: For \$ 50 you'll have a radio, a color television, a telephone and a major international newspaper delivered to your room everyday.

Caller: That sounds not bad at all. I'll take it.

Wang: Very good. Could you tell me your name, sir, please?

Caller: Yes, it is Moore.

Wang: How do you spell it, please?

Caller: It's M-O-O-R-E.

Wang: M-O-O-R-E. And what is your address, please?

Caller: It is 3600 Montague Boulevard, Hattiesburg, Mississippi 39401 U.S.A..

Wang: Excuse me, sir, but could you speak a little more slowly, please?

Caller: Sure, no problem. It's 3600 Montague Boulevard, Hattiesburg, Mississippi 39401 U.S.A.. Have you got it?

Wang: Yes, so it is 3600 Montague Boulevard, Hattiesburg, Mississippi 39401 U.S.A..

Caller: That's right.

Wang: What about your telephone number?

Caller: (601) 264-9716. By the way, I'd like a qui-

et room away from the street if that is possible.

Wang: A quiet room away from the street is preferred. O.K.. We'll mail you a reservation card confirming your booking as soon as possible. We look forward to your visit.

Caller: Thank you and good-bye.

Wang: Good-bye.

HOTEL'S LETTER OF CONFIRMATION

GRACE HOTEL

172 An Sheng Street, Beijing China Telephone, 5009696 Telex, 217712

Mr. Stanley Eastwood
145 Park Avenue
Denver, Colorado 80202

December 12, 1987

Dear Mr. Eastwood,

Thank you for your letter of November 31, 1987. We have pleasure in confirming your reservation for a double room with twin baths from the evening of December 29 to December 31, 1987. The daily rate is US \$ 90 inclusive of bed and breakfast. A deposit of US \$ 45 is required.

We also note that you would like the account sent to your company for payment.

Yours room overlooks the lake.

We look forward to your arrival.

Your sincerely,

Li, Daji

(Mr. Daji Lee — Advance Reservations)

USEFUL SENTENCE PATTERNS

A *Offering Help:*

- 1) Can I help you?
- 2) What can I do for you?
- 3) How can I help you, sir / miss / madam?

B *Asking Someone to Wait:*

- 1) Just a moment, please.
- 2) One moment / minute, please.
- 3) Could you wait a minute, please?
- 4) Hold the line, please.

C *Making a Booking:*

- 1) I'd like to reserve a single room from...to...
- 2) I'd like to book a single / double from...(date) to...(date).
- 3) I want to have a single with bath for Sept. 8.
- 4) I need a single with bath for Sept. 10.
- 5) Can I have a single / double for October 4?
- 6) Do you have a double available for November 24?

D *Accepting a Booking:*

- 1) We have a single available for those dates.
- 2) We do have a vacancy for those dates.
- 3) We have a single / double unlet.
- 4) We are glad we'll be able to accept your booking.

E *Asking about the Room Rate:*

- 1) What is the daily rate?

slow down a little?

- 3) Excuse me, miss. but do you mind slowing down a little?

I *Looking Forward to...*

- 1) We look forward to your visit.
- 2) We look forward to your arrival.
- 3) We look forward to your stay with us.
- 4) We look forward to receiving you.
- 5) We look forward to welcoming you.
- 6) We look forward to having you as our guest.

DIALOGUE 2

Li: Advance Reservations. Good morning! Can I help you?

Caller: Yes, I'd like to reserve a single room with bath for the Sept. 24.

Li: Just a moment, please. I'm sorry, sir. We are fully booked on that date.

Caller: Oh, that's too bad.

Li: Would you like us to put you on our waiting list and call you in case we have a cancellation?

Caller: Thank you. That's very kind of you. But could you recommend to me another hotel that won't be full up?

Li: Yes, of course. Where would you rather like

to be, in the city center or in the suburbs?

Caller: I prefer a place close to the city center because most of our clients' offices are in the downtown business section.

Li: In that case, I would suggest that you try the Imperial.

Caller: Do you know the rate per night for a single with a bath there?

Li: Well, there is a minimum price for off-season stay and a maximum price for peak-season stay. A single with bath at the moment would run you between \$ 60 and \$ 80.

Caller: I see. Do you mind telling me what the Imperial is like?

Li: It is the oldest and largest hotel in this city. But it was renovated just two years ago. It is rated as a four-star hotel. It is not so luxurious as ours is. But it is just as busy and convenient as ours. Of course, ours is better-known than the Imperial but then the Imperial is less expensive than here too.

Caller: Uh-huh. One last thing, do you know their telephone number?

Li: Yes, it is 500-4305.

Caller: Thank you very much. I really appreciated your help. Good-bye.

Li: Good-bye and thank you for calling us.

USEFUL SENTENCE PATTERNS

A *Unable to Accept a Booking:*

- 1) I'm sorry, sir, we are fully booked.
- 2) I'm sorry, miss, we are booked solid on that date.
- 3) I'm sorry, ma'am, we do not have any vacancy for those dates.
- 4) I'm sorry, we don't have any room available for that week.
- 5) I'm sorry, miss, we are full up for those dates.

B *Asking about Someone's Preference:*

- 1) Would you rather like A or B?
- 2) Would you prefer A or B?
- 3) Which would you like, A or B?
- 4) Which do you prefer the red one or the green one?
- 5) Which would you rather like, the large one or the small one?

C *Making Suggestions:*

- 1) I would suggest that you try the Imperial.
- 2) You might want to try the Imperial.
- 3) Why don't you try the Oriental?
- 4) You could try the Bohai Hotel if you like.

D *Quoting a Price:*

- 1) A single would run you between \$ 80 and \$ 95 at this time.
- 2) A single can cost you between \$ 80 and \$ 95.
- 3) Prices go from \$ 50 to \$ 80 for a single.
- 4) Prices range from \$ 60 to \$ 90 for a double.
- 5) It is \$ 70 per night for a single.

E *Comparing Of Three Hotels:*

- 1) The Palace, the Plaza and the Regent, the Regent is the largest but the Palace is the most modern.
- 2) The Plaza is busier than the Palace but the Palace is more comfortable than the Plaza.
- 3) The Palace is less convenient than the Plaza.
- 4) The Plaza is not so(as) luxurious as the Palace but it is just as comfortable as the Regent.

F *Courteous Parting Remarks:*

- 1) Thank you for calling us.
- 2) Thank you for shopping with us.
- 3) Thank you for choosing us for your service.
- 4) Thank you for staying with us.
- 5) Thank you for using room service.

第一单元 预订房间

预订员属于前厅人员。他(或她)在前大厅的前台工作。他(或她)的职责包括回答有关预订房间的询问,给要房间的顾客订房间和具体安排房间。他(或她)还负责办理预订,取消以及改变预订,开发确认预订书。

人们以不同的方式预订房间。有的给饭店写信预订;有的亲自去饭店预订或者给饭店打电话预订。(不过用电话预订房间的客人通常得补寄一份书面的确认书。)还有人打电报预订。如今电传预订日益流行。这是因为使用电传,通讯是瞬间完成的。信息从世界的一端发出,几秒钟之内在世界的另一端收到。店方可以发回电传立即答应客人的预订要求。客人打来的电传可以保留下来作为确认书。这样可以节省许多时间和文书工作。

近来饭店预订业务有一项新的发展,那就是建立电脑控制的预订网络,把联号饭店的各个分号联结起来,还可以跟航空公司的机座预订系统以及一些重要旅行社的办公室的计算机终端联接起来。这一新发展极大地便利了顾客的预订手续。因为,现在顾客只需到饭店,航空公司的办事处和旅行社三者中的一个地方就可以把整个旅行的安排都办好。

接到预订请求后,预订员要首先检查一下饭店的预订情况,看看在客人指定的日期里店方有没有空房