

英汉对照

专业英语丛书

[美] E·霍尔 著

# 旅馆

The Language of  
Hotels in English

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中国对外经济贸易出版社

*Eugene J. Hall*  
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**in English**  
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英汉对照  
专业英语丛书  
**旅 馆**

〔美〕E·霍尔 著

凌津琦 译

黄祯寿 校

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## 出 版 说 明

近年来，随着经济特区的建立，沿海城市和地区的开放，以及全国经济技术工作的迅速发展，成千上万的干部和专业人员投入了对外经济贸易事业的伟大行列。这个队伍的人数越来越多。他们在掌握新知识、新技术的同时，迫切希望不断提高外语水平。针对这一情况，本社特出版英汉对照专业英语丛书，以满足读者的需要。

本丛书原为美国雷金斯出版公司出版，是专为非英语国家专业人员掌握专业英语编写的。其中包括国际贸易英语、国际金融——货币与银行、销售经营、广告与商品推销、餐馆与饮食业、旅馆、旅游、航空旅行——地面服务、航空旅行——随机服务、飞行与空中交通管制、商船队、医学、医院、农业、采矿与冶金、石油工业、化学工程、土木工程、机械工程、电机与电子工程、计算机编程、原子能、陆军、海军、空军，共计二十五册（其中国际贸易英语分册我社于1985年8月已出版）。这套专业英语丛书是由本社委托天津市政协编译委员会邀请专家翻译的，以英汉对照形式分册陆续出版。各分册一般是按内容分为八至十个单元进行编写的。每个单元中，首先摘列专业用语，并加以注译，然后在课文中对这方面的问题作较详细的阐述。本丛书内容丰富，通俗易懂，使读者完全可以掌握该专业的常用语和基本常识。为便于读者自学，我们把专业用语和课文译成中文，刊于每个单

元之后。在每个单元中，还有讨论题和复习题，目的是帮助读者加深理解和熟悉本单元的内容，由读者自己练习运用。

参加本丛书编审工作的有天津市政协编译委员会的余新民、唐宝心、潘昌运、陈家诰、张澜生、高承志、司幼清、黄祯寿、傅曾仁、刘保慧等同志，在此一并致谢。

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## 第 一 单 元

### THE ACCOMMODATIONS INDUSTRY

#### Special Terms

**Accommodations:** Shelter, food, drink, and other services for travelers or transients. Because it provides these things, the hotel business is often referred to as the *accommodations industry*.

**Caravansary:** A place where caravans could stop for the night and obtain food and shelter for people and animals. They were located along the trade routes of the Orient.

**Inn:** An establishment offering shelter and food for travelers. The term was customary in the days of travel by horse; it has been revived because it conveys an idea of old-fashioned hospitality.

**Tavern:** In modern usage, a place that serves alcoholic drinks. Formerly, it was an alternate term for an inn.

**Motel:** A shortened form for *motor hotel*. A motel provides accommodations for the traveler and a parking space for his or her automobile. Both motel and motor hotel are in common use.

**Tourist Cabin/ Tourist Court:** Terms that were used in the early days of the automobile for places where people traveling by car found accommodations. In general, tourist cabins and courts have evolved into the motels of today.

**Resort:** A place or area to which people travel for recreational purposes. Hotels are of course important features of resort areas.

**Convention:** A meeting of a business or professional group for the purpose of exchanging information, electing officers, and discussing and frequently voting on proposals for rule changes in the organization. Conventions have become a big business, and many hotels provide special facilities and services to attract them.

**Banquet:** A large formal meal, given for a specific purpose, usually including speeches or some kind of ceremony. Many hotels have *banquet rooms* to accommodate functions of this kind.

**Deluxe:** Of the highest quality. Hotels rated as deluxe offer the greatest possible convenience, comfort, and service to their guests. Such hotels are often called *luxury hotels* and are generally the most expensive.

**Labor-intensive:** Requiring a large number of people for the services that are provided by a business or industry. The accommodations industry is labor-intensive.

**Front of the House:** Services and functions of a hotel that involve management, the front desk, accounting, baggage handling, and so on.

**Back of the House:** Services and functions of a hotel



that involve housekeeping, engineering, maintenance, food and beverage service, and so on.

1872

## Text

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 services. 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 motel 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, house-keeping, 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.

## 译 文

### 膳宿供应业

#### 专业用语

**膳宿供应：**为旅行者或过往旅客提供住处、饮食和其他服务。旅馆业因提供上述服务，所以常称为膳宿供应业。

**商队客店：**商队停留过夜、客人进食、牲口喂料、人畜得以歇宿的地方。过去这类客店开设在东方各条商路沿线。

**客栈：**为旅客提供膳宿的场所。这个名称本通用于骑马旅行的年代，现在再度流行起来，因为它表达了老式的殷勤待客之意。

**酒店：**现代指供应含酒精饮料的地方。旧时是客栈的别名。

**汽车旅馆：**汽车旅客旅馆一词的略语。汽车旅馆为旅客提供膳宿和停放汽车的场地。汽车旅馆和汽车旅客旅馆这两个名称一般通用。

**汽车店／汽车场：**在汽车时代的初期。用于指为乘汽车旅行的人们提供膳宿和停放汽车的地方。如今汽车店和汽车场一般都已发展成为汽车旅馆。

**旅游胜地：**人们为了娱乐，前去旅游的地点。不言而喻，具备旅馆设施是旅游胜地的重要特征。

**会议：**某一行业或专业团体为交流信息、选举领导机构成员、讨论并表决关于修改本组织规章的建议等事宜而举行的会议。承办各种会议已经成为一项大业务，因此许多旅馆都提供召开会议的专用设施和服务，以广招徕。

**宴会：**为特定目的而举办的大型正式筵席，往往有演讲或某种仪式。许多旅馆为此设有宴会厅。

**豪华：**即最高级。列为豪华级的旅馆，能为宾客提供最多的便利、最大的舒适和最佳的服务。这类旅馆往往叫作**豪华大酒家**，通常收费极为昂贵。

**劳动密集：**指某一企业或行业需要大量人员服务。膳宿供应业是劳动密集型的行业。

**一线：**包括经营管理、总服务台、会计和行李搬运等旅馆业务和职能。

**二线：**包括房间管理、维修保养、机电管理和食品饮料供应等旅馆业务和职能。

## 课文

**旅馆**是旅客的临时住家。旅客能在旅馆内或其附近休憩、饮食。旅馆还可提供游泳池、高尔夫球场或海滩等娱乐设施。在许多情况下，旅馆大都为旅客的交通工具提供免费停放场地。在现代，所谓交通工具当然指的是汽车。上述服务全都旨在为旅客提供膳宿，因此旅馆业也经常被称为**膳宿供应业**。

旅行和旅馆历来息息相关。例如在昔日亚洲各条商路上，按每一天的行程距离建有一座座商队客店。商队的旅客和牲畜每到一处客店，都可稍事休息，以便恢复精力，继续踏上征途。这种行程往往不是几天或几周，而是长年累月的长途跋涉。在欧美，人们按照马匹一天所能驰驱的路程，沿途开设了一家客棧和酒店。按现代标准来看，那些客棧都很简陋。旅客经常至少须与另一个旅客同睡一榻。在一些偏



远地区，同榻的甚至多达五人。然而，这种老式客栈确实为旅客和马匹解决了食宿问题，因此也成了殷勤待客的象征。实际上，最近有许多现代旅馆和汽车旅馆都使用“客栈”一词，试图使人们心中联想出一种围坐在熊熊的炉火前取暖，只待一声招呼，就坐到摆满丰盛菜肴的餐桌旁的美妙情景。

现代大规模的交通运输，即成批的人们以比较低廉的费用四方流动，是随着十九世纪铁路的发展而开始的。在这以前，提供膳宿的不是乡间客栈，便是城里一家一户经办的旅店。随着火车运载大批旅客以更快的速度走得更远，于是火车站一带便兴建起一座座大旅馆。纽约市铁路终点站中央车站附近的旅馆群，便是当年旅馆业蓬勃发展至今犹存的例证。

汽车和飞机使大规模交通运输的潜力得到了发挥。这些交通工具也促进了相应的膳宿设施的发展。就汽车而言，那些为开车旅行的人提供服务的汽车旅馆在世界各地的公路沿线雨后春笋般相继兴起。在美国，百分之八十五的旅行是乘坐小汽车，由这一点即可看出汽车旅馆业的规模了。

汽车旅馆一词是由“汽车”和“旅馆”两个词合成的。汽车旅客旅馆这个名称也常用来表示同类的膳宿设施。刚刚开始使用汽车的时候，人们在公路旁盖起了简陋、收费低廉汽车店。随着人们对舒适的要求日益增高，汽车店为汽车场所取代，后来又让位于其服务可与较正式旅馆相媲美的现代汽车旅馆。许多大城市里也已建起了备有停车场的汽车旅馆，或汽车旅客旅馆。这些汽车旅馆现在正同比较老式的商业旅馆进行竞争。

飞机使人们能在短时间内作远距离的旅行。就膳宿供应