



客房英语

English For Housekeeping And Laundry

原著：罗伯特·马杰尔

改编：陈亚丽 傅文漪 鄂丽娟 陈更

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改编说明

本书是国际劳工局语言专家罗伯特·马杰尔(Robert Majure)先生为中国旅游管理干部学院饭店管理专业的学员编写的客房与洗衣房英语基础教材。它以对话的形式,将客务专业英语词汇糅在其中,内容丰富,难易适中;且图文并茂,情景交融,生动形象,是一本很好的教材。

为了方便中国读者使用本书,我们对原书作了适当的改编,在保持原书内容的基础上,我们增加了词汇、注释和练习三项内容,目的是使学生迅速查出某些普通字典上难以查到的词汇,帮助他们理解课文和掌握各种句型与结构,并通过练习来促进对句型和词汇的灵活运用,提高其口语表达能力。

改编后的教材可用于大专院校饭店专业英语的课堂教学,对旅游业广大英语爱好者进行自学亦有帮助,尤其适合作宾馆饭店培训员工的英语教材。在使用时,宜以语言交际为重点,注意培养学生实际运用语言的能力。

本书的改编工作由陈亚丽主持,第1—8课改编者为陈更,第9—16课改编者为鄂丽娟,第17—23课改编者为傅文漪,第24—31课改编者为陈亚丽。张继质、陈亚丽通读了全稿,并做了部分修改。

陈亚丽

原 序

本教材是为客房和洗衣房专业的学生编写的,目的是为了¹满足他们与客人交流的需要。其中包括与客人的具有代表性的对话、专门的词汇、角色扮演和对话练习。根据每段对话,教师可在目录中查到相当的语言交际教学的建议。具体教学方法请读者务必参阅笔者编写的《饭店和餐饮语言教学法》一书。

课文中出现的重要对话,应在课后加以熟记,并能在课堂上当场演示。在学生稍感有把握之后,即可变换对话的具体内容,使对话变得复杂一些。对话供学生就常见的情景、词汇、结构进行额外练习。在练习时,学生分成两人一组,首先熟读对话,然后合上书本,凭记忆进行演示。为培养学生标准的发音,应充分利用语音室教学来紧密配合正常的课堂教学。

罗伯特·马杰尔

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Lesson One

Housekeeping Supplies

Guest:

I want...

I need ...

Have you ...?

Do you have ...?

Have you got ...?

Could you give me ...?

Can you bring ...?

Can you loan me ...?

Can I borrow ...?

Could I borrow ...?



LIGHTBULBS



THREE
CANDLES

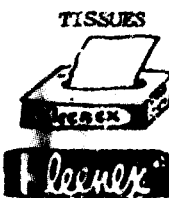


A FIRST AID KIT

HEAVY CURTAINS



TOILET PAPER



TISSUES

Housekeeper:

Here is...

The room attendant will bring...

We will give you...

We will supply you with...

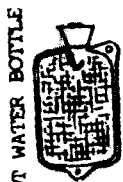
We will send ... to your room.

We will bring ... up to your room.

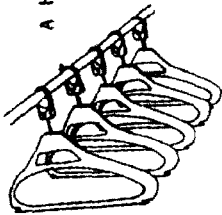
I will ask a room attendant to deliver ... to your room.

A room attendant will bring ... up to your room.

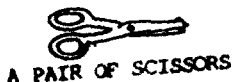
You should already have ... in your room, but if you don't I will send ... right up.



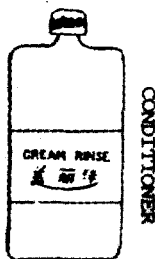
A HOT WATER BOTTLE



COATHANGERS



A PAIR OF SCISSORS



CONDITIONER



STATIONERY
(ENVELOPE &
WRITING PAPER)



BABY FOOD

TOWELS



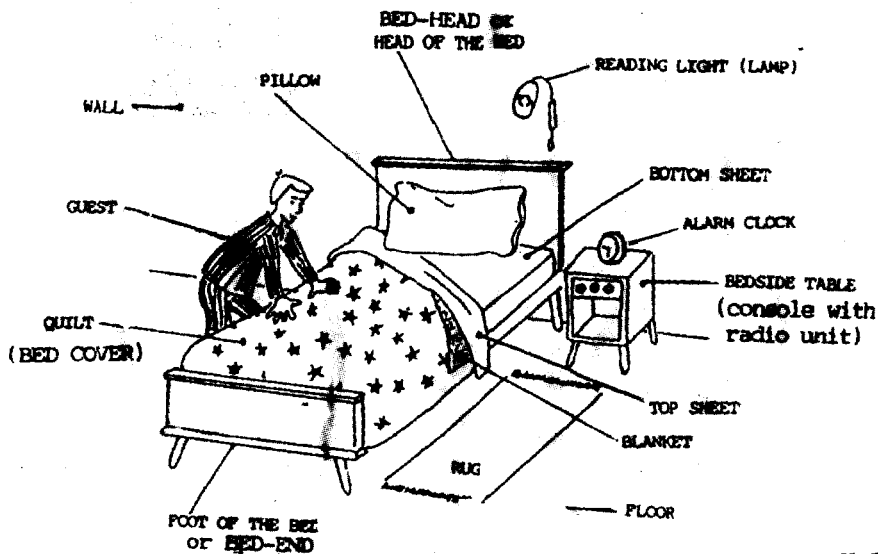
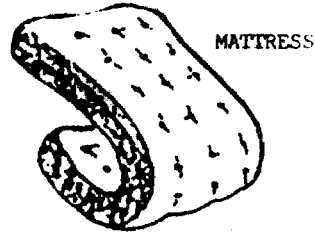
ASPIRIN



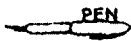
In the bedroom:



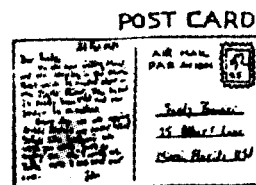
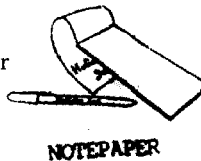
- a blanket
- an extra blanket
- an extra pillow
- two extra pillows
- a rollaway bed
- a baby bed (or baby cot)
- a bedboard
- heavy curtains
- a harder (softer) mattress
- a lightbulb
- a bedtime chocolate



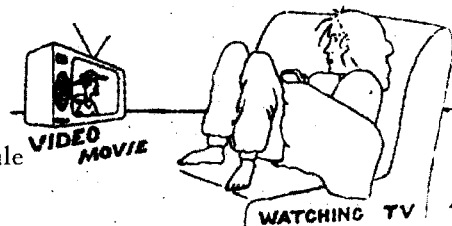
On the desk:



- writing paper
- stationery
- envelopes
- post cards
- a pencil
- a pen
- a laundry list
- a dry cleaning list
- a pressing list
- an in-house movie schedule
- notepaper



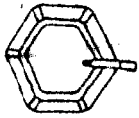
in-house movie



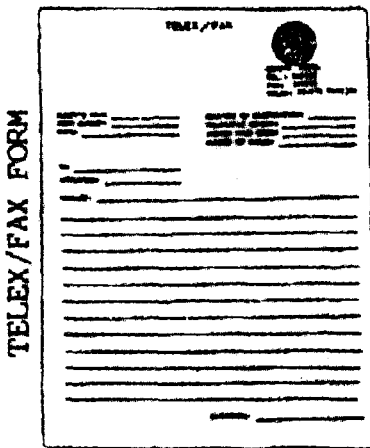


BOOK OF MATCHES

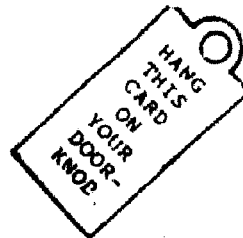
ASHTRAY



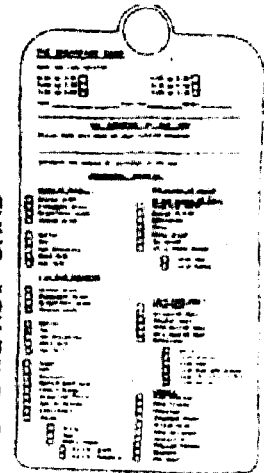
- a sewing kit
- a telex form
- a fax form
- a breakfast card
- an ashtray
- matches
- a "PLEASE DO NOT DISTURB" sign
- a "PLEASE MAKE UP THIS ROOM" sign
- a "PLEASE PICK UP MY LAUNDRY" sign
- a directory of services



TELEX/FAX FORM



BREAKFAST CARD

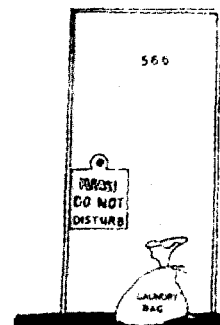


In the wardrobe:



BOX OF MATCHES

- coathangers
- a shoe shine mitt
- a shoe shine cloth
- a shoehorn



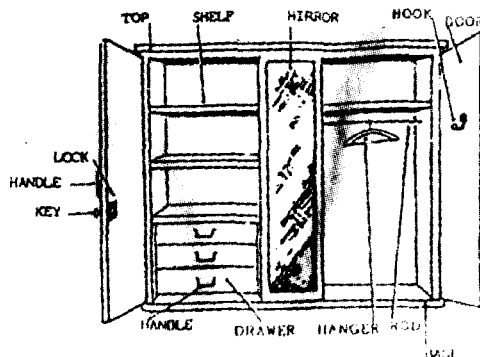
wardrobe



SHOEHORN



SHOE SHINE CLOTH

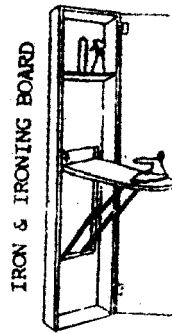


For ironing and pressing:



IRON

a trouser press
an iron and ironing board



IRON & IRONING BOARD



TROUSER PRESS

For the baby:

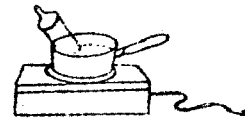


BABY BOTTLE

a baby bottle
baby food
a hotplate
a highchair
a playpen
a potty
nappies or diapers (Pampers)



BABY FOOD



HOTPLATE



HIGHCHAIR



DISPOSABLE NAPPY



POTTY



BOOKSHELF



PLAYPEN



BABYSITTER

For first aid:

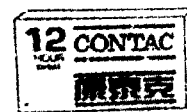


FIRST AID

a pain killer (aspirin, etc.)
medicine for diarrhea.
medicine for constipation
Contac
plasters
bandages
medical alcohol



BANDAGE
PLASTER



FOR COLDS, FLU
AND SINUS CONGESTION

In the bathroom:



BAR OF LUX SOAP

refresher tissues
tissues (Kleenex)
toilet paper
cream rinse (conditioner)
soap
a shower cap
shampoo



TOILET PAPER



TOOTHPASTE & TOOTHBRUSH

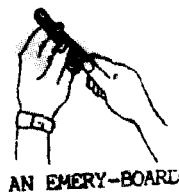




bubblebath
mouthwash
a hairdrier
a shaving kit
a razor
shaving cream
aftershave



AFTERSHAVE



AN EMERY-BOARD

towels
hand towels
bath towels



Razor



COMB

face towels
wash cloths
a comb



GLASS



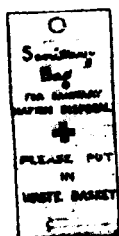
SHOWER CAP

a hairbrush
a toothbrush
toothpaste

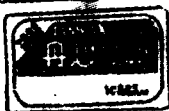


HAIR DRIER

a glass
eau-de-Cologne
eau-de-toilette



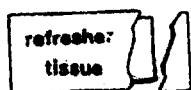
a laundry bag
a sanitary napkin disposal bag
(for Tampax, Cotex, etc.)



EAU-DE-COLOGNE
EAU-DE-TOILETTE



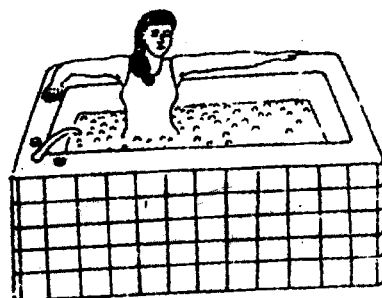
HAIRBRUSH



refreshing
tissue



SHAMPOO



BUBBLEBATH IN A JACUZZI

Words and Expressions

housekeeping [haus,ki:piŋ] n. 管家部
loan [ləʊn] v. 借出
borrow ['bɒrəʊ] v. 借,借用
attendant [ə'tendənt] n. 服务员
room attendant 客房服务员
supply [sə'plai] n. & v. 生活用品(常用复数 supplies); 提供
supply with... 提供……
deliver [di'livə] v. 交付
deliver...to... 把某物交付给某人
lightbulb ['laɪtbʌlb] n. 灯泡
kit [kit] n. 用具包
first aid kit 安全药箱,急救药箱
coathanger [kəʊt'hæŋə] n. 衣架
conditioner [kən'diʃənə] n. 护发素
stationery ['steɪʃənəri] n. 文具
envelope ['envɪləʊp] n. 信封
scissors ['sizəz] n. 剪刀
aspirin [æspərin] n. 阿司匹林
towel ['taʊəl] n. 毛巾
slipper ['slɪpə] n. 拖鞋(常用复数)
tissue ['tɪʃju:] n. 面巾纸
bedroom ['bedrʊm] n. 卧室
blanket ['blæŋkɪt] n. 毯子
pillow ['pɪləʊ] n. 枕头
bedboard ['bedbɔ:d] n. 床板
curtain ['kə:tn] n. 窗帘
mattress ['mætrɪs] n. 床垫
chocolate ['tʃɒkəlɪt] n. 巧克力
quilt [kwɪlt] n. 被子
bed cover 床罩
rug [rʌg] n. 小块地毯
sheet [ʃi:t] n. 床单
bedside table 床头柜
console ['kɒnsəʊl] n. 落地式支架
post card 明信片
laundry ['ləʊndri] n. 洗衣

list [list] n. 名单, 目录
 pressing ['presɪŋ] n. 烫衣
 schedule ['skedʒu:l] n. 目录, (一览)表, 计划表
 sewing ['souɪŋ] n. 缝纫
 a sewing kit 针线包
 ashtray ['æʃtreɪ] n. 烟碟, 烟灰缸
 match [mætʃ] n. 火柴
 disturb [dɪs'tɜ:b] v. 打扰
 make up 整理(房间)
 knob [nɒb] n. 圆形门把
 pick up 拿起
 directory [di'rektəri] n. 指南, 目录
 wardrobe ['wɔ:droub] n. 衣柜
 mitt [mit] n. (连指)手套
 shoehorn ['ʃu:hɔ:n] n. 鞋拔子
 shelf [ʃelf] n. 架子
 mirror ['mɪrə] n. 镜子
 hook [huk] n. 钩
 lock [lɒk] n. 锁
 handle ['hændl] n. 门把
 drawer [drɔ:] n. 抽屉
 playpen [pleɪ'pen] n. 爬床(供婴孩在内爬着玩的围栏)
 potty ['pɒti] n. 便椅, 便盆
 nappy ['næpi] n. 尿布
 disposable [dɪs'pouzəbl] a. 可(任意)处理的
 disposable nappy 一次性尿片
 diaper ['daɪəpə] n. 尿布, 尿片
 Pamper ['pæmpə] n. (一种名牌)一次性尿片
 highchair ['haɪtʃeə] n. 幼童坐的高脚椅(前有挡板)
 babysitter [,beɪbi'sɪtə] n. (代人临时)照看婴孩者
 diarrhea [,daɪə'riə] n. 腹泻
 constipation [,kɒnstɪ'peɪʃən] n. 便秘
 bandage ['bændɪdʒ] n. 绷带
 plaster ['plɑ:stə] n. 橡皮膏
 alcohol ['ælkəhɒl] n. 酒精
 bathroom [bɑ:θrʊm] n. 浴室
 shower cap 浴帽
 shampoo [ʃæm'pu:] n. 洗发水, 洗发香波
 bubblebath ['bʌblbɑ:θ] n. 泡沫浴

hairdrier [hæ'draɪə] n. 吹风机
 razor ['reɪzə] n. 刮脸刀,剃须刀
 comb [kəʊm] n. 梳子
 hairbrush ['hɛəbrʌʃ] n. 发刷
 toothbrush ['tu:θbrʌʃ] n. 牙刷
 toothpaste ['tu:θpeɪst] n. 牙膏
 eau-de-Cologne [əʊdəkə'loun] n. 科隆香水
 eau-de-toilette [əʊdətwɑ:'let] n. 法国香水,淡香水
 sanitary ['sænɪtəri] a. 卫生的
 disposal [dɪs'pəʊzl] n. 处理

Notes

1. Have you ...? 与 Do you have ...? 意思相同,都是问“你有……吗?”这里的“do”为助动词。在口语中,常与 got 连用,如:I've got = I have, Have you got ... = Do you have ...。
2. can 和 could 为情态动词,在这里表示比较委婉客气地提出问题或请求。
 Can you loan me...? 你能把……借给我吗?
 Could I borrow...? 我能借一下……吗?
 could 比 can 的语气更客气一些。
3. We will bring ... up to your room. 这里的 up 为副词,表示向上,把某物送上去。在饭店,客房一般在楼上而客务部通常设在一楼或是地下室。
4. You should already have ... in your room, but if you don't I will send ... right up. 在你的房间里,应该已经有……了,如果你没有的话,我将马上把……送上去。don't 后边省略了 have。
5. pain killer 止痛药。
6. heavy curtains 厚窗帘。
7. an extra blanket 备用毯子。
8. bottom sheet 是床单, top sheet 是包毛毯的单子。
9. a pair of scissors 一把剪刀, a pair 是一对、一双,类似的说法还有: a pair of shoes 一双鞋, a pair of trousers 一条裤子等等。
10. breakfast card 早餐牌。客人如想在房间内用早餐,可以事先填好早餐牌,挂在外边的门把上,送餐服务员会把他所点的早餐送到房间去。
11. in-house movie 闭路电视。

Exercises

I. Answer the following questions:

1. What's on the bed in a hotel room?
2. Where can you find envelopes?

3. Where are the various forms?
4. What's for the baby?
5. What's in a first aid kit?
6. How many kinds of towels are there in the bathroom?
7. How do you answer the guest if he wants something?

I. Make sentences according to the given words and answer them:

1. Could you give me ...?

a) 一个热水袋	b) 闭路电视节目表
c) 一些衣架	d) 一个书架
2. Do you have ...?

a) 小儿便椅	b) 备用毛毯
c) 洗衣袋	d) 折叠床
3. Will the housekeeping supply me with ...?

a) 保姆服务	b) 烫衣板
c) 吹风机	d) 医用酒精
4. Could I borrow ...?

a) 一把剪刀	b) 一条浴巾
c) 两个烟碟	d) 一个熨斗
5. Can you bring ...?

a) 三根蜡烛	b) 一盒面巾纸
c) 一些名片	d) 两盒火柴

II. Complete the sentences:

1. _____ (如果你没有卫生纸的话), I'll send it up.
2. I will ask a room attendant _____ (把婴儿食品送到你的房间去).
3. We will _____ (向你提供止痛药).
4. Could I _____ (借一些衣架吗)?
5. If you don't have I'll _____ (给你牙膏和牙刷).

IV. Fill in the blanks:

1. You should already have aspirin _____ your room.
2. We will supply guests _____ an extra pillow.
3. This is _____ ironing.
4. You may use aftershave _____ shaving.
5. Please make _____ my room.
6. The attendant will deliver it _____ your room.
7. This medicine is _____ constipation.
8. Have you got bubblebath _____ the bathroom?

9. The envelopes are _____ the desk.

V. Translations:

1. 我需要几个早餐牌。
2. 服务员将马上把台灯送上去。
3. 你们提供烫衣服服务吗?
4. 请把“请勿打扰”的牌子挂在门把上。
5. 我可以借个吹风机吗?

Lesson Two

English For Housekeeping

DIALOG

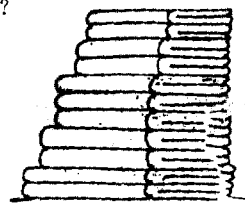
SORRY TO DISTURB YOU

The housekeeping supervisor wants to check on the guest in order to make sure that everything is all right. The guest has been in his room all day without leaving. It is late in the afternoon.

- Supervisor: Knock! Knock! Knock! (The housekeeping supervisor knocks on the guest's door with her knuckles.) Housekeeping! (The guest opens his door. He looks very tired and sleepy.)
- Good afternoon, sir. Sorry to disturb you. I am the housekeeping supervisor.
- Guest: What time is it?
- Supervisor: It is five o'clock in the afternoon. Would you like your room cleaned, sir?
- Guest: No, not really.
- Supervisor: Is everything all right?
- Guest: Yes. Thank you.
- Supervisor: Would you like your towels changed?
- Guest: No, thank you.
- Supervisor: Very well, sir. Please do not hesitate to telephone if you should need anything.

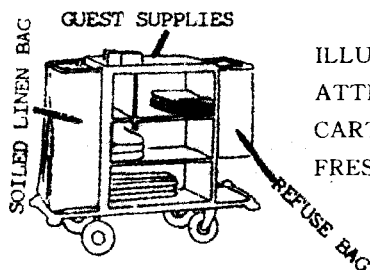
A PAIR WORK WOULD YOU LIKE YOUR TOWELS CHANGED?

- Supervisor: Would you like your _____ changed?
- towels
- hand towels
- bath towels
- face towels



- Guest: Yes, please.
- No, not really.

A FRESH SUPPLY OF TOWELS



ILLUSTRATIONS OF A ROOM ATTENDANT'S TROLLEY OR CART — THEY ARE FULL OF FRESH LINEN

