

敢说英语畅销书系

敢说

SPEAK ENGLISH FOR
HOTELS & RESTAURANTS

酒店宾馆 英语

浩瀚等编著



必背金句

经典会话

英汉对照

触类旁通



中国水利水电出版社
www.waterpub.com.cn

新编敢说英语畅销书系

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- 必背金句 经典会话
- 英汉对照 触类旁通
- 建立自信 走向成功



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内 容 提 要

本书分为前台服务、客房服务、商务中心、餐饮服务、休闲娱乐五部分, 42个单元, 涵盖了酒店、宾馆服务的各个方面的内容, 列出了常用英语的表达方式和技巧, 并展示了交际的实况。

本书适用于希望提高英语水平的英语爱好者。

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PREFACE


前

言

随着 2008 年奥运会的临近,我国的旅游事业得到了进一步发展,作为旅游服务的配套设施——酒店、宾馆在全国范围内如雨后春笋般地拔地而起,外宾又是许多现代化宾馆、饭店的主要客人,其服务质量的好坏将直接影响到我们国家的国际声誉。所以要求在这些酒店、宾馆中服务的员工要具备较高的服务素质,特别是其英语口语水平。为了帮助这些酒店、宾馆工作人员迅速掌握英语会话能力,胜任其服务性工作,提高服务质量,特编写这本《敢说酒店宾馆英语》。

在编排上本书有如下特点:

 **必背金句:**精心挑选的经典短句,简单实用,供读者在实际应用中重点选择;为读者朋友量身打造的语言环境,可使读者出口成章,拿来即可派上用场。

 **经典对话:**精彩的英文情景会话,通俗易懂,可供读者进行模仿操练,会话的翻译文以中文的习惯来翻译,使读

者能够感受到中英文说话方式的差异。

●**实用词汇**:用黑体标出的实用词语,难易适中,由句引词,以词会句,相互渗透,让读者在略读中便可留下较深印象,加深对词汇的理解与记忆,扫除单词障碍。从而可以学以致用,融会贯通,更快地提高英语口语水平。

本书适用于在校学生及广大英语爱好者阅读,希望本书能为你带来更多的英语学习成果和快乐。



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酒店宾馆英语 III

SPEAK ENGLISH FOR HOTELS & RESTAURANTS

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Part 1

The Front Office

第一部分 前台服务

UNIT 1 Room Reservations 预订房间



SENTENCES

必背金句

- For which dates?/When for?
预订什么时间?
- Which kind of room would you like/Would you prefer a double or a twin?
您想要什么样的房间/双人间还是双床间?
- We have a twin at 480 yuan (RMB) and another at 380 yuan (RMB), which would you prefer?
我们有一间人民币 480 元和一间人民币 380 元的双人间,您想订哪一间?
- I'm sorry, sir. We are fully booked on that day.
对不起,先生,我们那天的房间已经订满。
- We don't have any vacancies for that day.
那天我们没有空房了。
- Is it possible for you to change your reservation date?
您可不可以订别的时间的?
- May I have your name/your phone number/your passport number?
我可以知道您的名字/电话号码/护照号码吗?
- What time do you expect to arrive?
您什么时间入住?
- I'd like to confirm your reservation.
我要确认一下您的预订。





敢说

酒店宾馆英语 III

SPEAK ENGLISH FOR HOTELS & RESTAURANTS



DIALOGUE

对话 1

A: I need to make a **reservation** for three single rooms for October 1st.

B: I'm sorry, madam. We're fully booked for single rooms for that day. Would you like us to put you on a waiting list or find single rooms in another hotel for you?

A: Thank you. That's very kind of you. But could you **recommend** me another hotel, which won't be full up?

B: Yes, of course. . .

A: 我需要预订 10 月 1 日的三间单人房。

B: 对不起,女士。我们那天的单人房间已经预订客满。您愿意我们把您列入等候名单还是为您在其他酒店找单人间?

A: 谢谢! 您太客气了。您能给我推荐一家有空房的饭店吗?

B: 当然可以……



DIALOGUE

对话 2

A: Well, then you should **consider** a suite. We have some very nice ones at US \$ 220 a night.

B: What do the suites **include**?

A: Each has a single bedroom with a sitting room and bathroom.

B: What is the difference in price compared to two connecting double rooms?

A: There would be a savings of about thirty-five US dollars.

A: 那样的话,您该考虑套间。我们有很好的套间,每晚 220 美元。

B: 套间都包括什么?

A: 每个套间有单人卧室、客厅和浴室。

B: 与两人连通房间比,在价格上有什么区别?

A: 可以节省大约 35 美元。



DIALOGUE

对话 3

A: Which kind of room would you prefer?

B: A double room, please.

A: Could you hold the line, please?

I'll **check** our room **availability** for those days. Thank you for waiting. I'm afraid we have no double rooms available but we can **offer** you a twin room.

B: I see. How much will that be?

A: We have a twin at HK \$1,000 and at HK \$1,500. Which would you prefer?

B: I'll take the one at HK \$1,000.

A: Thank you, sir.

A: 您喜欢什么样的房间?

B: 请给我一间双人房。

A: 请别挂断好吗? 我要查查那几天的空房间……让您久等了。我们恐怕没有双人间,但是可以提供您两张单人床的房间。

B: 哦,价钱多少?

A: 我们有港币 1000 元和 1500 元的两张单人床房间,您喜欢哪一种?

B: 我订 1000 元的那一种。

A: 谢谢您,先生。



DIALOGUE

对话 4

A: Which date would that be?

B: For the night of April 18th for one night.

A: Could you hold the line, please?

I'll check our room availability for that day. ... Thank you for waiting, sir. I'm afraid our hotel is fully booked on that night. Is it possible for you to **change** your reservation date?

B: No, that's not possible.

A: 要订在什么时候?

B: 订 4 月 18 日一个晚上。

A: 请别挂断,我要查一下那天的空房间……让您久等了,先生,本店那晚的房间恐怕已经登记额满,您能否换一下预定日期?

B: 不,不可能。



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酒店宾馆英语 II ▶

SPEAK ENGLISH FOR HOTELS & RESTAURANTS

A: We might have cancellations. Could you call us again closer to the date?

B: Sure, but if you do have any cancellations, could you let me know as soon as possible?

A: I'm very sorry, sir, but we are unable to do that. We would **appreciate** it very much if you could call us instead.

B: Well, if that's the case...

A: We're very sorry, sir. We hope you understand.

A: 或许有人会取消预约, 请您接近那个日期再打电话来好吗?

B: 好的, 如果真有人取消, 能不能尽快让我知道呢?

A: 先生, 非常抱歉, 我们不能那样做, 如果改由您打电话来, 我们将非常感激。

B: 哦, 如果是这样……

A: 先生, 非常抱歉, 希望您谅解。



DIALOGUE

对话 5

A: Room Reservations. What can I do for you?

B: Yes. I'd like to **cancel** a reservation, for the travel schedule has been changed.

A: That's OK. Could you tell me in whose name the reservation made?

B: James.

A: And the date of the reservation?

B: From June 10th for 3 days.

A: Excuse me, but is the reservation for yourself or for another party?

B: It's for my brother.

A: Well, may I have your name and phone number, please?

B: Yes, it's Hellen Green, and my

A: 客房预订处。我可以帮您做什么呢?

B: 是这样的。我想取消已经预订的房间, 因为旅游计划有所改变。

A: 可以。请告诉我谁预订房间的?

B: 詹姆斯。

A: 房间预订的日期呢?

B: 从 6 月 10 日起, 共 3 天。

A: 请问这个预订是为您本人办理还是为别人?

B: 为我的哥哥。

A: 那么, 请告诉我您的姓名和电话号码。

B: 好的, 我是海伦·格林。电话号码是





number is 229-4298.

A: Thank you, madam. I will cancel the reservation for June 10th for 3 days. We look forward to another chance to serve you.

B: Thank you all the same.

A: It's my pleasure, Goodbye.

229-4298。

A: 谢谢您,女士。我将取消6月10日3天的预订。欢迎下次光临。

B: 还是要谢谢你。

A: 这是应该的,再见。



DIALOGUE

对话 6

A: Do you have a room in early **Au-gust**?

B: Yes, we do. And for how many people?

A: There're only two of us. Just my wife and me.

B: Do you want just bed and breakfast, or...?

A: Is there full board?

B: No, only half board.

A: How much does it cost?

B: It's twenty-five dollars per person. And how many nights are you going to stay?

A: Just one night, and two meals.

A: 8月初有空房间吗?

B: 有。几个人住?

A: 只有两个人。我夫人和我。

B: 你们只要住宿和早餐,还是……?

A: 一日三餐都开饭吗?

B: 不,只开早晚两餐。

A: 价钱是多少?

B: 每人25美元。您打算住几个晚上?

A: 只住一个晚上,吃两顿饭。





敢说

酒店宾馆英语 III▶

SPEAK ENGLISH FOR HOTELS & RESTAURANTS



DIALOGUE

对话 7

A: Hi, I'd like to change my reservation from June 20 to June 23.

B: OK. May I have your name, please?

A: Helen Carter.

B: Oh, **according** to our records you booked a single room from June 20 to June 23. What seems to be the problem?

A: Well, I'd like to change the date to from June 20 to 25, and make that for two singles instead of one.

B: Let me see. Yes, that can be **arranged**. Two single rooms from June 20 to 25 under the name of Helen Carter.

A: Yes, thanks a lot.

A: 你好。我想更改我预订的从 6 月 20 日到 6 月 23 日的房间。

B: 好的,您叫什么名字?

A: 海伦·卡特。

B: 噢,根据我们的纪录,你预订了从 6 月 20 日~6 月 23 日的一个单人房间。有什么问题吗?

A: 我想把日期改至 25 日,并且要两个单人房间,而不是一个。

B: 让我看一看。是的,可以安排。以海伦·卡特的名义预订两个单人房间,从 6 月 20 日~6 月 25 日。

A: 是的,多谢。

UNIT 2 Introducing the Facilities

介绍酒店设施



SENTENCES

必背金句

■ Could you tell me something about the facilities in your hotel?

你能给我介绍一下酒店的设施吗?

■ There's a full range of top-class restaurants and bars, of course.

我们这儿有全套一流的餐厅和酒吧。

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第一部分 前台服务



■ Do you have conference facilities?

你们有会议设施吗?

■ Could you give me some information about the facilities your hotel can offer, please?

请你介绍一下你们酒店可以提供哪些设施,好吗?

■ We have extensive fitness and beauty facilities, including a health centre and sauna and a beauty salon. There is also a full-size swimming pool, and tennis and squash courts as well.

我们有许多健身和美容设施,包括健身中心,桑拿和美容院。还有一个标准游泳池,以及网球场和壁球场。

■ You can look up the directory for information about room service and how to use the facilities in your room.

从客房指南中您可以了解客房服务项目和怎样使用客房设施。



DIALOGUE

对话 1

A: Garden Hotel. Reservations. Can I help you?

B: Yes. I'm thinking about staying at the Garden when I'm next in Hong Kong. Could you tell me something about the facilities?

A: Certainly, sir. There's a full range of top-class restaurants and bars, of course.

B: Ugh huh.

A: And a night club.

B: Yes, well, I won't be there on holiday, I'm afraid. It'll be work.

A: I see well, you'll certainly be interested in our business centre then, sir.

A: 花园酒店订房部。要我帮您吗?

B: 是的。我在考虑下回来香港时住在你们花园酒店。你能给我介绍一下酒店的设施吗?

A: 当然可以,先生。我们这儿有全一流的餐厅和酒吧。

B: 嗯。

A: 还有夜总会。

B: 是,不过我来香港恐怕不是度假,是工作。

A: 我明白了。那么您肯定对我们的商务中心感兴趣了,先生。



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敢说

酒店宾馆英语 III

SPEAK ENGLISH FOR HOTELS & RESTAURANTS

B: Do you have conference **facilities**?

A: No, we don't. I'm afraid, sir, but there are many conference sites very close to the hotel.

B: Mm. What about a health centre? Is there a **multi-gym**?A: Oh yes, sir, we have a **comprehensive** health centre with sauna.

B: Good. I presume you have a swimming pool?

A: Er... no. I'm afraid there's no swimming pool yet, sir. It's being built at the moment.

B: I see. Well, I think that's about it. Thank you very much for the information. I'll be in touch.

B: 你们有会议设施吗?

A: 对不起, 这个倒没有, 先生, 不过我们酒店附近有许多会场。

B: 嗯。健身中心怎么样? 有多功能健身室吗?

A: 噢, 有的, 先生, 我们有一个综合性的健身中心, 带桑拿的。

B: 好的。我想你们应该有游泳池吧。

A: 呃, 抱歉, 我们没有游泳池, 还在建设中。

B: 我明白了, 好, 我考虑考虑。谢谢你提供的这些资料, 我会再联系的。



DIALOGUE

对话 2

A: Jade Palace Hotel. Reservations.
How can I help you?

B: Hello. Could you give me some information about the facilities your hotel can offer, please?

A: Of course, madam. Is it for business or **pleasure**?

B: Pleasure.

A: I see. Well, we have extensive fitness and beauty facilities, **including** a health centre and sauna and a beauty salon. There is also a full-size swimming pool, and tennis and

A: 玉宫大酒店订房部。有什么要我帮您的吗?

B: 你好。请你介绍一下你们酒店可以提供哪些设施, 好吗?

A: 当然可以, 夫人。是商务用还是休闲用的?

B: 休闲用的。

A: 我明白了。嗯, 我们有许多健身和美容设施, **包括**健身中心, 桑拿和美容院。还有一个标准游泳池, 以及网球场和壁球场。

□ 语 必 备





squash courts as well.

B: I see. Well, I'm not really a health fanatic. What types of restaurants are there?

A: We have Japanese, Italian, French and Thai restaurants, as well as Chinese, of course. There is also a coffee shop and a number of bars, including a German beer cellar.

B: OK. How about disabled facilities? You see, my husband's in a **wheelchair**.

A: Er, what do you mean?

B: Well, do you have ramps as well as stairs? In some hotels, my husband has real problems.

A: Mm. Yes, I understand, madam. but I'm afraid there are no special facilities for disabled guests.

B: Oh, I see. Well, it is quite important to us... Look, I'll have a think about it and ring you back.

A: Certainly, madam. Thank you for calling.

B: 知道了,我对健身倒不是很热衷。
那酒店有哪些餐厅?

A: 我们有日本料理,有意式餐厅,法式餐厅和泰国餐厅,当然还有中餐厅。另外我们还有一个咖啡厅和几个酒吧,其中还有一个德国啤酒窖。

B: 不错。那么有哪些残疾人设施? 是这样,我丈夫是坐**轮椅**的。

A: 呃,您的意思是……?

B: 是这样的,你们除了楼梯还有坡道吗? 在有些酒店,我丈夫就很不方便。

A: 嗯,我懂了,夫人。很抱歉,我们没有可以供残疾客人使用的专门设施。

B: 噢,我明白了,不过这对我们来说很重要……好吧,我想一想,回头再给你打电话。

A: 好的,夫人。谢谢您的来电。

UNIT 3 Reception 迎宾接待



SENTENCES

必背金句

Welcome to Beijing Hotel.
欢迎来到北京饭店。

