



中等职业教育规划教材
根据教育部中等职业学校新教学指导要求编写

饭店管理实用英语

中等职业教育规划教材编写组

刘友道 主编



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图书在版编目(CIP)数据

饭店管理实用英语/刘友道主编.

—北京:外文出版社,2007

中等职业教育规划教材

ISBN 978-7-119-04647-1

I. 饭... II. 刘... III. 饭店—企业管理—英语—专业学校—教材 IV. H31

中国版本图书馆 CIP 数据核字(2006)第 137903 号

中等职业教育规划教材 饭店管理实用英语

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装帧设计 陈立明

印刷监制 韩少乙

© 2006 外文出版社

出版发行 外文出版社

地 址 中国北京西城区百万庄大街 24 号 邮政编码 100037

网 址 <http://www.flp.com.cn>

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(010) 68995844/68995852(发行部)

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制 版 北京昌平百善印刷厂

印 制 北京昌平百善印刷厂

经 销 新华书店/外文书店

开 本 1/16 开 印 张 12

字 数 230 千字

装 别 平

版 次 2006 年 11 月第 1 版

2006 年 11 月第 1 版第 1 次印刷

书 号 ISBN 978-7-119-04647-1

定 价 13.80 元

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前言

为了适应我国旅游业尤其是饭店业持续发展的需要,中等职业教育规划教材编写组筹划编写了本教材——饭店管理实用英语。以期为提高相关专业学生和从业人员的英语交际能力,培养业务精通、英语熟练、全面发展的新时期饭店服务及管理人才略尽微薄之力。同时,随着国家经济发展、社会进步以及2008年北京奥运会的临近,中国的旅游业和饭店业也势必迎来新的黄金发展期。出版本书的目的也在于帮助饭店广大员工和从事旅游行业的职员提高英语听说能力以及英语表达水平,为客人们,尤其是外国客人提供更优良,更周到的服务。

在本教材的编写过程中,编写组专家们按照中等职业教育本身的特点,以就业为导向,以培养学生职业能力为目的,理论以够用为度,知识以实用为本,注重反映饭店行业的最新发展和变化。

根据本行业以及本专业的特点,我们在编写本教材的时候主要遵循了交际教学法的原则。注重培养学习者的语言交际能力,会话能力和语言应用能力。

全书共分6个单元,23课。每课由 warm-up, conversation, text, word bank, practical terms and expressions, notes 和 exercises 组成。

warm-up: 选取与本课有关的单句和一些简单的对话材料,让学生尽快进入学习状态。并且通过 warm-up, 让学生了解本课要学习的内容,做到课课有备。

conversation: 由两个情景对话组成,均为宾馆服务人员和客人的对话。编者选取的材料均具有代表性和实用性,学生可以从中学到有用的表达和地道的用语。

text: 由一篇与本课话题相关的文章组成。通过学习 text, 学生可以了解更多的有关饭店管理与服务方面的知识,扩展知识面,提高英语应用能力。

practical terms and expressions: 由常用的专业术语和表达组成。专业术语部分为学生总结了本岗位常用的术语,为学生的学习减轻了负担。表达部分,编者

为学生总结了在本岗位常用的表达,学生如果能够准确记忆这些表达,与外国客人进行简单的交流就不存在困难了。

notes:在此部分,编者为学生讲解了文中出现的难点和重点。为学生阅读课文扫清了障碍。

exercises: 本部分包含小组练习、口语练习、词汇和语法练习、阅读理解和听力理解。突出听说,兼顾语法。让学生在每一课的结束,都能很好地复习本课所学内容。

另外,本书配有录音磁带供学生学习使用(需另购)。

教材评审专家和部分饭店行业一线员工充分肯定本书的编写思想、内容选择和编写体例。专家们说“教材在内容选择和篇幅上符合中等职业学校的教学要求,较好地采用了‘任务驱动’的编写方法。适合中等职业学校的特点和教学实际。”

本书由刘友道编写。另外,在本书的编写过程中,参阅了不少国内外相关的文献以及国内外网站,编者谨向这些文献的作者和网站的编辑人员表示衷心的感谢。

近年来,由于与国际接轨,许多新的概念和新的内容都在不断扩展中,囿于编者精力和水平,书中难免存在一些不足和缺点,肯请广大师生及读者不吝指正,以使本教材不断完善。

编 者

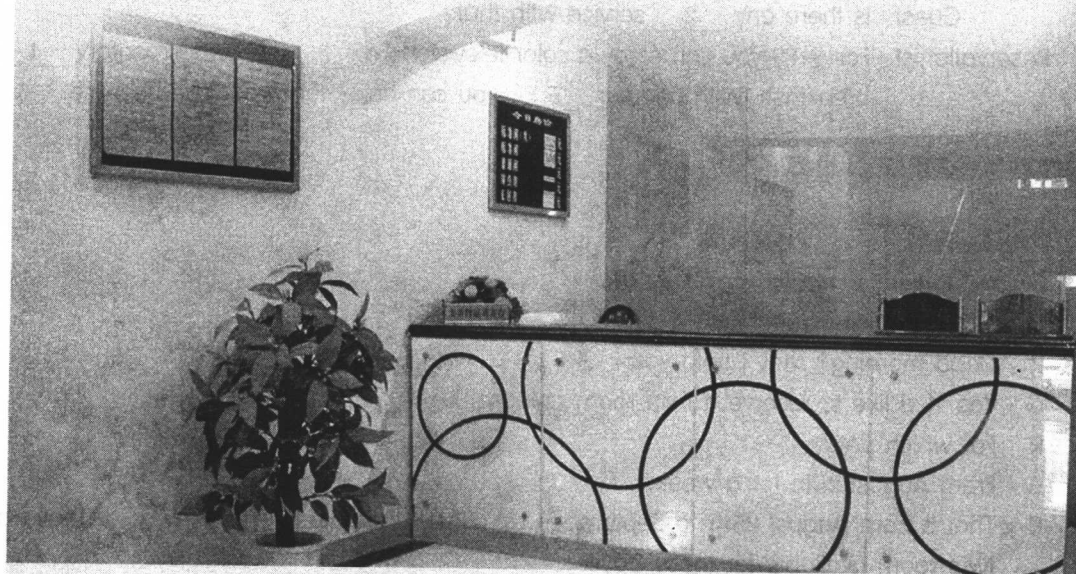
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Unit One Front Office

- Lesson 1 Room Reservation
- Lesson 2 Check-in
- Lesson 3 Bell Services
- Lesson 4 Telephone Switchboard
- Lesson 5 At the Cashier's





Lesson

1

Room Reservation

Warm-up ►

Section A

Listen carefully, and fill in the blanks with the words you hear from the tape.

1. Do you have one 1 room for two nights?
2. I would like to 2 a double room.
3. I'm sorry, but we are fully 3 on that date.
4. We have no double room available, but we can offer you a 4 room.
5. I would like to 5 a reservation.

Section B

Listen carefully, and fill in the blanks with the words you hear from the tape.

Guest: How much is the room?

Reservationist: It's 1.

Guest: Is there any 2 service with that?

Reservationist: For \$ 89 you can enjoy a color television, a 3, a complimentary 4 breakfast. With another 5, you can enjoy the broadband service.

Conversation ►

Section A

Scene: Room reservation at Front Desk

Reservationist = R Guest = G

R : Good morning! May I help you?

G : Yes. I'd like to reserve a twin room, please.

R : For which date?

G : From August 25th for a week.

R : That's from August 25th to September 1st. Just a moment, please. We do have a twin room available for those days.

G : What is the rate then?

R : 450 yuan per night.
 G : By the way, what services come with that?
 R : For 450 yuan, you will have a color television, a telephone and a free breakfast.
 G : OK, I will take it.
 R : Could you please tell me your name and your phone number, sir?
 G : Yes, it's John Hilton, at 02-320-3437.
 R : How do you spell that?
 G : J-O-H-N, John, H-I-L-T-O-N, Hilton.
 R : Thank you. And at what time will you arrive at this hotel?
 G : Oh, at around 3 p.m..
 R : Please let me confirm your reservation. A twin room for Mr. John Hilton for a week from August 25th to September 1st at 450 yuan per night. Look forward to serving you. Bye-bye, Mr. John Hilton.
 G : Good-bye.

Section B

Scene : Room reservation by telephone

Operator = O Reservationist = R Guest = G

O : Huanghe Hotel. Good afternoon, what can I do for you?
 G : Yes, I would like to book a room at your hotel.
 O : Hold on, please.
 R : Advance reservations. May I help you?
 G : Yes, I want to reserve a room from the afternoon of October 4th to the morning of 8th.
 R : So that's four nights. And what kind of room would you like?
 G : A double, please.
 R : Would you please hold the line for a moment, please? I'll check the room availability.... We have two double rooms. One double room with a front view is \$ 40 per night; the other with a rear view is \$ 36. Which one do you prefer?
 G : I think I will take the one with a rear view.
 R : Could I have your name, sir?
 G : Yes, it's Scott Eliot.
 R : How do you spell it?
 G : S-C-O-T-T, Scott, E-L-I-O-T, Eliot.
 R : And what is your address, please?

G : 206, Middle Way Street, Chicago, Illinois 23452, U. S. A. .
 R : Excuse me, sir. Would you please speak more slowly?
 G : OK, no problem. It is 206, Middle Way Street, Chicago, Illinois 23452, U. S. A. .
 R : Thank you, sir. When will you arrive at our hotel then?
 G : At about 5 p. m. .
 R : OK. Mr. Scott Eliot. One double room with a rear view at \$ 36 per night for four nights from October 4th to 8th. Correct?
 G : Yes. Thank you!
 R : Thank you for calling. We look forward to your visit. Bye-bye.

Text ▶

A reservationist is a clerk of the Front Office Department. He/She works in the Front Desk. The reservationist takes upon a variety of responsibilities. He/She answers questions concerning room reservations, confirmations, cancellations and revisions.

Advance reservation can be made in various ways. Some people go to the hotel directly and book a room in person. Some people reserve a room by telephoning the hotel. Still others send reservation letters to the hotel. However, more and more people nowadays prefer to make room reservations through emails. Therefore, a reservationist must be able to handle those different types of reservations.

When filling out a room reservation form, the reservation clerk must make sure of the following six items: name of the guest, room type, length of stay, room rate and time of arrival.

Word Bank ▶

clerk /klɑ:k/ *n.* 职员
department /di'pɑ:t'mənt/ *n.* 部门, 科室
variety /və'raɪəti/ *n.* 种类, 多种
a variety of 许多的
responsibility /rɪ'spɑ:nsə'bɪləti/ *n.* 责任, 职责
concern /kən'sɜ:n/ *v.* 涉及, 关系到 *n.* 关心, 关注
confirmation /,kɒnfə'meɪʃən/ *n.* 确认, 证实, 批准
cancellation /,kænsə'leɪʃən/ *n.* 取消
revision /rɪ'vɪʒən/ *n.* 修订, 修改
advance /əd'vɑ:ns/ *adj.* 提前的, 预先的
various /'vɛəriəs/ *adj.* 不同的, 各种各样的, 多

方面的
book /bʊk/ *v.* 预订
in person 亲自
reserve /rɪ'zɜ:v/ *v.* 预订
handle /'hændl/ *v.* 处理, 受理
form /fɔ:m/ *n.* 表格, 形式 *v.* 形成, 构成
make sure 确定, 确信, 证实
item /'aɪtəm/ *n.* 项目, 条款
arrival /ə'raɪvəl/ *n.* 到达
length /leŋθ/ *n.* 长度, 时间的长短
rate /reɪt/ *n.* 价格, 比率, 利率

Practical Terms and Expressions ►

Terms

Single Room 单人间

Double Room 大床间

Twin Room 两张床的双人间

Triple Room 三人间

Standard Room 标准间

Junior Suite 普通套房

Business Suite 商务套房

Duplex Suite 复式套房

Connecting Room 连接套间

Deluxe Suite 豪华套间

Presidential Suite 总统套房

reserve 预订

book 预订

advance reservation 提前预订

reservationist 受理预订的职员

operator 接线员

guest 旅客

tavern 客栈

vacancy 空房

resort 度假村

rate 价格

special rate 优惠价

off-season 淡季

peak-season 旺季

arrival time 到达时间

departure time 离开时间

Greeting the Guest

Hello, advance reservations. What can I do for you?

您好,客房预订部,可以为您效劳吗?

Hi, reservations. Can I help you?

您好,客房预订部,可以为您效劳吗?

Good morning, Huanghe Hotel, room reservations. May I help you?

早上好,黄河饭店客房预订部,可以为您效劳吗?

Finding out What the Guest Needs

What kind of room would you prefer?

您想要什么样的房间?

Which kind of room would you prefer, a single room or a twin room?

您想要单人间还是两张床的双人间?

Would you like a room with a bath/a shower/a front view/a rear view/a Broadband?

您想要一间有浴室/淋浴/临街窗户/背街窗户/宽带的房间吗?

For which date?

您要订哪一天的房间?

How long will you be staying here?

您要在这儿住多长时间?

For how many nights do you plan to stay?

您计划住多少天?

When do you expect to arrive?

您什么时间会到达?

What time will you arrive at this hotel?

您什么时间会到达宾馆?

Asking the Guest to Wait

Just a moment, please.

请您等一会儿。

Would you mind waiting a moment, please?

您介意等一会儿吗?

Hold on, please.

请您等一会儿,别挂断电话。

Hold the line, please.

请您等一会儿,别挂断电话。

Thank you for waiting.

谢谢您的耐心等待。

I am sorry to have kept you waiting so long.

对不起,让您等了这么长时间。

Asking the Guest for More Information

What's your name, please?

请问您的姓名是什么?

Would you mind telling me your name, please?

您介意告诉我您的姓名吗?

May I have your name, please?

可以告诉我您的姓名吗?

What's your address, please?

请问您的地址是哪里?

May I have your address, please?

可以告诉我您的地址吗?

And your address, please?

请问您的地址是哪里?

Notes ►►

1. **Front Office Department** 前厅部
Food and Beverage Department 餐饮部
Housekeeping Department 客房部
2. **The reservationist takes upon a variety of responsibilities.** 受理预订的职员承担许多职责。
take upon... : 承担(责任、任务等)。
3. **Advance reservation can be made in various ways.** 可以用多种方式预订客房。
本句用了被动语态,被动语态的构成是:主语 + be 动词 + 过去分词。
in various ways: 以多种方式。
4. **However, more and more people nowadays prefer to make room reservations through emails.** 但是,现在越来越多的人喜欢用电子邮件预订房间。
more and more... : 越来越多的...。
prefer to do sth. : 喜欢做某事; prefer A to B: A 与 B 相比,更喜欢 B。

Exercises ►►

I. Small group work

1. Questions for the comprehension.

- (1) What department does a reservationist belong to? Where does he/she work?
 - (2) What is his/her duty?
 - (3) Are there many ways to reserve a room? What are they?
 - (4) Could you think of any other ways to make a room reservation?
 - (5) If you are a reservation clerk and taking a room reservation, what items should you make sure of?
2. Recite the conversations, and practise them with your classmates in and after the class.

II. Oral work

Finish the following conversation.

Reservationist = R Guest = G

R : Advance reservations. 1 ?

G : Yes, I'd like to book a room for two from July 6th to 8th, please.

R : 2 , a double room or a suite?

G : A double with shower.

R : 3 ? Let me check the room availability for those dates. 4 , Madam. I'm sorry,

double rooms with shower are fully reserved on those dates. There is only a suite available at \$ 130 per night on those dates.

G : Is there any discount?

R : Now it's 5 . I'm afraid there is no discount, Madam.

G : Then 6 ?

R : For \$ 130 you will have a color television, a telephone, a computer and a complimentary buffet breakfast.

G : That sounds nice. I will take it.

R : 7 , please?

G : My name is Mary Luther, Mrs. Mary Luther, at 4323-9864.

R : 8 ?

G : At about 1 p. m. on July 6th.

R : At about 1 p. m. . Thank you. 9 : a suite at \$ 130 per night for two days from July 6th to 8th. Am I correct?

G : Yes.

R : 10 . Goodbye, Mrs. Mary Luther.

III. Structure and vocabulary drills

Fill in the blanks with the proper words and phrases given, and change the form if necessary.

| | | | | | |
|-----------|-----------------|-----------|-----------|-----------|--------------|
| take upon | look forward to | in person | recommend | make sure | a variety of |
|-----------|-----------------|-----------|-----------|-----------|--------------|

1. We _____ a GDP growth rate of 8 percent next year.
2. He _____ a teaching post tomorrow.
3. The chief hotel manager examined our work _____ at the Front Desk.
4. Our rooms are available in _____ styles.
5. Our staff will do our best to _____ that you enjoy your stay in our hotel.
6. Could you please _____ me a pleasant hotel in Beijing?

IV. Reading comprehension

A recent development in the hotel advance reservation business is the introduction of a computerized reservation network. It links different hotels in a hotel chain with each other, with major airline seat reservation systems and with 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 an airline office or a hotel and have all his travel arrangements made.

1. The recent development in the hotel advance reservation business is _____.
A. the use of the Internet



Lesson

2

Check-in

Warm-up ►

Section A

Listen carefully, and fill in the blanks with the words you hear from the tape.

1. Have you made a 1 ?
2. Would you like to 2, please?
3. When a guest checks in, he should first 3 a form.
4. My bill will be paid in 4, not by credit card.
5. Please sign at the 5 Counter when you check out.

Section B

Listen carefully, and fill in the blanks with the words you hear from the tape.

Receptionist: According to our reservation records, you have booked a 1 room for six nights. And the room 2 will be \$ 65 per night excluding 10 percent 3 and 5 percent service 4. Will that be all right?

Guest: Yes.

Receptionist: How do you intend to pay your bill, by 5 or in cash?

Guest: In cash.

Conversation ►

Section A

Scene: Register a guest with reservation

Receptionist = R Guest = G

R: Good afternoon, sir. Welcome to Hilton Hotel. May I help you?

G: Good afternoon! My name is Dallas Nixon. I have reserved a junior suite a week ago.

R: Just a moment, sir. I will check our reservation records... Yes, you did book a junior suite in our hotel a week ago. Mr. Nixon, could I see your passport, please?

G: Here you are!