

21

世纪高职高专旅游管理专业系列教材

English for Hotel Services

饭店英语



■ 主 编 饶莉啦
■ 副主编 程丛喜
刘红梅



WUHAN UNIVERSITY PRESS

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21 世纪高职高专旅游管理专业系列教材

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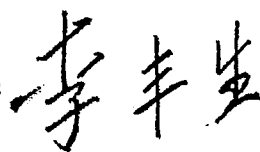
旅游是一种愉快而美好的活动，是人类社会生活的一项重要内容。随着我国旅游业的迅速发展，旅游在社会经济生活中的作用和影响越来越大，旅游院校的旅游教育与研究也在长足发展，并且为旅游业的各个部门培养输送了大批的专业人才。我国的旅游高等职业教育有别于传统的旅游高等普通教育模式，更突出旅游人才规模的专业技能性和岗位指向性，着力于体现旅游专业设置的职业性、教学内容的实用性，强调教学主体的“双元化”即旅游产业部门和教育部门的有效合作、教师队伍的“双师身份”和完备的实训手段。然而，目前各地虽然已出版了一批高职高专旅游专业教材，但从整体上看，旅游高等职业教育的教材建设仍然满足不了旅游形势和旅游高职高专教育发展的需要。

武汉大学出版社策划的丛书“21 世纪高职高专旅游管理专业系列教材”，是按照教育部关于《高职高专教育基础课程教学基本要求》和《高职高专教育专业人才培养目标及规格》的要求，为了适应当今蓬勃发展的旅游高职高专教育的需要，覆盖了旅游高职高专教育的基础课程和专业主干课程，充分体现高职高专培养旅游人才的特点、目标及特色而出版的教材。全套丛书由桂林旅游高等专科学校等拥有雄厚旅游管理专业师资队伍以及较高教学水平的十几所高职高专院校共同参与编写，作者均是从事旅游教学和研究的中青年学者，有的在国外做过研究和学习，有更好的机会了解国内外的情况，使用最新资料和例证，能反映旅游业的最新动态。全套丛书共计 14 册，此套丛书内容精练，符合高职高专旅游专业教学目的、教学内容深度和广度的要求，实用性强，紧扣高职高专教育培养人才的实用性特点，注重可

操作性。

我们期望本套教材的出版，能为旅游高职高专的教材建设尽微薄之力，更好地为广大旅游高职高专院校的师生服务。

桂林旅游高等专科学校 校长：



前 言

《饭店英语》是 21 世纪高职高专旅游管理专业系列教材之一，也可作为涉外饭店的培训教材或饭店从业人员的自学教材。

随着社会的发展、人们生活水平的提高，旅游已逐渐成为现代人类生活中重要的活动之一。本书遵循旅游高职高专教育的特殊规律，从我国旅游业的实际需要出发，紧密结合饭店行业的工作特点，以涉外饭店一线部门的服务流程和岗位职责为主线，概括了涉外饭店的主要服务内容和规范用语。

本书在编写过程中注重饭店部门实际工作的衔接性，坚持以情景—功能为主，以强化交际能力为中心，注重语言的系统性、实用性和得体性。全书共分四个部分，分别介绍了饭店的前厅、客房、餐饮和购物娱乐部门的常用情景会话。每个部分包括课文（情景对话）、练习（含角色表演、口语练习、补全对话、词汇语法、翻译、阅读理解等）和补充用语三项内容。书后附有练习答案和饭店用语附录，可供教师教学或学生自学时使用。

本书由桂林旅游高等专科学校饶莉啦担任主编，武汉工业学院的程丛喜和桂林旅游高等专科学校的刘红梅担任副主编。参与编写的有湖北三峡职业技术学院的魏群和桂林旅游高等专科学校的李刚、覃庆辉、陈式候，湖北大学职业技术学院武昌校区的江波、孙丽华等人。

由于水平有限，书中难免有不当之处，敬请同行专家和广大读者不吝指正。

编 者

2007 年 6 月

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Part One

The Front Office

Unit 1 Room Reservations

Dialogue 1: A Long Distance Call Reservation

R: Reservationist

G: Guest

Situation: Mr. Richard is making a long distance call. He wants to book a single room in the Star Hotel.

R: Good morning. Star Hotel. Reservation Desk. Can I help you?

G: Good morning. This is Richard calling from the States. I'd like to book a single room with bath at your hotel.

R: When for, sir?

G: From May 15th to the morning of the 19th. Do you have one room available for those days?

R: Yes, we do.

G: What's the rate for a single room per night?

R: It's 240 *yuan* per night.

G: OK. I'll book one.

R: Would you give me your full name, please?

G: Richard Adams.

R: Could you spell that, please?

G: R-I-C-H-A-R-D, A-D-A-M-S.

R: Mr. Richard Adams... a single room with bath from May 15th to the morning of the 19th. That's four nights altogether. Am I correct?

G: Exactly.

R: Thank you for calling, Mr. Adams. We look forward to seeing you.

Goodbye.

G: Goodbye.

Dialogue 2: A Group Reservation

R: Reservationist

G: Guest

Situation: A guest walks into the Star Hotel. She wants to make a reservation for a group of scholars.

R: Good afternoon, madam. What can I do for you?

G: A group of American scholars will be attending a convention tour next month. I want to reserve rooms for fifteen.

R: When do you want them, madam?

G: From September 6th to 9th, altogether 3 nights.

R: One moment please, madam. Let me check the reservation list. Yes, we can confirm those dates for you.

G: Thank you very much.

R: We have deluxe suites, deluxe double rooms, standard rooms, and single rooms. Which would you prefer?

G: One suite for the group head and seven TWBs for the rest.

R: OK. One suite for the head and seven TWBs for the rest. Is that right, madam?

G: Right. What's the discount for group reservation?

R: As usual, we'll give you 15% off.

G: That's great! I confirm the booking then.

R: By the way, will they be coming by air?

G: Yes.

R: Could you give me the flight number, please, in case the plane's late?

G: Oh, sorry. I don't know the flight number. But I'll let you know by phone in an hour.

R: Thank you, madam. Goodbye!

G: Goodbye!

Dialogue 3: An Individual Reservation

O: Operator

G: Guest

R: Reservationist

Situation: Bob Sura is making a reservation at Holiday Inn Hotel through a long distance call.

O: Holiday Inn Hotel. May I help you?

G: I'd like to book a room, please.

O: One moment, please. I'll put you through to the Front Office.

G: Thank you.

R: Good morning! This is Advance Reservation. Can I help you?

G: I'd like to book a single room with Internet access, please.

R: When for, sir?

G: I will be in Shanghai on October 15th.

R: Excuse me, just a moment, sir. I will check... We can confirm a single room on that day. How many nights should I book it for?

G: Two nights, from October 15th to the 17th. I will be leaving Shanghai on the 17th. By the way, what's the rate of a single room with shower?

R: It's \$ 50 per night.

G: That sounds OK. Please reserve a room for me.

R: What's your name, please?

G: Mr. Bob Sura. S-U-R-A.

R: Mr. Sura, a single room with shower, from October 15th to the 17th.

G: That's right. By the way, I'd like a quiet room away from the street if it is possible.

R: A quiet room away from the street is preferred. OK. Could you please confirm your booking in writing as soon as possible?

G: Yes, I will.

R: Thanks for calling, Mr. Sura, and we look forward to seeing you.
Goodbye.

Words & Expressions

- reservation [ˌrezə'veɪʃən] *n.* 预订
reservationist [ˌrezə'veɪʃənɪst] *n.* 预订员
available [ə'veɪləbl] *a.* 可得的, 可提供的
scholar ['skɒlə] *n.* 学者
convention [kən'venʃən] *n.* 会议
reserve [rɪ'zɜ:v] *v.* 预订
confirm [kən'fɜ:m] *v.* 确认, 核实
deluxe [dɪ'lʌks] *a.* 高级的
suite [swi:t] *n.* 套房
discount ['diskaunt] *n.* 折扣, 打折
individual [ˌɪndɪ'vɪdʒuəl] *a.* 个人的
Internet ['ɪntənət] *n.* 因特网, 互联网
access [ˈækses] *n.* (接近或进入某地的) 通路
operator ['ɒpəreɪtə] *n.* 接线员
advance [əd'vɑ:ns] *a.* 预先的
shower ['ʃaʊə] *n.* 淋浴, 冲浴

front office 前厅

reservation desk 预订处

to look forward to 期待

group reservation 团体预订

as usual 通常

by the way 顺便说一声

in case 以免(万一)

individual reservation 散客预订

to put... through 给……接通(电话)

Notes

1. a long distance call reservation 长途电话预订

市内电话预订为 a local call reservation。电话可分为本地电话 local calls, 内线电话 intercom calls, 长途电话 long distance calls 或 trunk calls, 国际电话 international calls 和紧急电话 emergency calls。