

★ ADVANCED 高级 ★

TASK ENGLISH *FOR* ★★★★★ HOTELS

饭店工作英语

本书编写组

中国旅游出版社

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Preface

序

中国饭店业是最早与国际接轨的行业之一,饭店硬件水平基本达到了发达国家水平,软件水平诸如服务质量也达到了一定的程度。但是作为做好国际文化服务的最重要手段之一的语言——英语,却始终是制约我国饭店业服务质量进一步提升的瓶颈。特别是中国加入世贸组织以后,中国经济进一步融入世界经济大潮,来中国进行商业活动、观光旅游、专项交流的外籍人士大量增加,语言的交流则最为迫切。假如饭店员工语言不通,答非所问,必然影响到饭店的服务质量,影响到改革开放的形象。为此,我们组织力量编辑出版这套《饭店工作英语》系列(含初中级、高级等)。为了使本书摆脱一般教科书的刻板性,增强其行业针对性和灵活性,我们广泛听取各类星级酒店管理人员和员工的建议和意见,认真分析近几年来各地已经出版发行的饭店英语书籍,经过反复讨论,最后确定了现在的体例和内容。参加编纂的人员中,有博士生英语导师、外语学院的院长、英语及旅游专业的博士、硕士,以及赴美、加访问教授,还有直接从事饭店管理工作和饭店教育培训工作的饭店总经理。他们都具有英语水平高、对饭店业务十分熟悉的优势。

顾名思义,《饭店工作英语》注重饭店工作岗位的适用性,力求从旅游饭店及一般饭店工作实际情况进行编写。我们根据《饭店工作英语》(初、中级)成功出版发行的基础编写了本书,力求使该书成为饭店员工在实际工作中能得心应手使用的一本“英语工作手册”。《饭店工作英语》高级本具有相当的难度,达到大学英语四到六级水平。本书定位的方向是通过《饭店工作英语》(初、中级)学习,而具有一定英语基础的饭店员工以及旅游英语、商务英语、经贸英语和一般院校英语专业一、二年级的学生。书中内容除有关饭店工作的一般应用英语外,又涵盖了饭店的分类、饭店的管理、饭店工作中对许多问题的处理方法;有中西方文化差异、民风习俗、礼貌待客、旅游及饭店产品促销的艺术,有宗教信仰、传统节日中的礼仪应对等内容。

本书编写中突出“实”、“新”和“用”,而其中重中之重是“实用”。所以除正文外我们根据饭店工作英语的特点和作者在饭店工作中亲身经历和在不同国家的实践(如美、英、加、澳、新、泰等国)撰写了大量的对话,供读者模仿和参考。本书另一个特点是语言地道幽默,如在描写住在一家温馨的饭店里我们用了“to pay a lot for a small home away from home”,既描述了客居异乡,花销不菲,又营造了一个“远离金窝却温馨甜蜜的小窝”的场面。再一个特点是本书讲究“炼词”,即在遣词造句方面下了苦功,如“陪同”一词,我们除了应用通俗的“ac-company”,“keep one's company”外,又在不同的场景中使用了“escort”,“page”,“elaborate”

等同义词,使文字形象生动,扩大学生的词汇,起到举一反三的效应。

本书内容分为三大模块:第一模块(Part One)为饭店务实部分,包括前厅、客房管理、餐厅、市场营销、工程维修、保安、人力资源、财务等;第二模块(Part Two)为水平提高部分,内容涉及较为深广,包括旅游业、饭店业、全球饭店连锁、旅游饭店的竞争、饭店中的计算机应用、旅游饭店的面试、投诉等;第三模块(Part Three)则为扩大知识篇,主要重点为中西方的文化差异,介绍中国及欧美等国的主要节假日、婚庆习俗、馈赠礼品、约会及赴任、周末爱好、度假及水上运动等。为了帮助本书使用者实际应用,特别是应付有关考试,在每个模块后配了实践测试卷。附录部分则有饭店的实用信函及表格、单据,供饭店员工在实际操作中参考。所有试卷答案以附录Ⅱ的形式附于书后。

为了方便使用,我们请外籍专家录制了全书的课文、对话及实践测试题,刻成光盘提供给读者,以期提高广大员工的英语听力水平。

本书的编写工作自始至终得到江苏省旅游局领导特别是人教处领导的直接关心和支持,多次召开会议讨论本书的编纂工作,提出了许多宝贵的建议和改进意见,我们在此深表谢意。江苏省旅游学校的老师、江苏省东郊宾馆的领导对本书的修改发挥了很大的作用,澳大利亚旅游学院院长、澳洲饭店管理专家 June Clarissa Beck 仔细地审阅了全书,提出了修改意见,并作了评述,在此一并致谢。

编 者
于 南 京
2006. 8

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Part One



Unit One The Front Office

(T = Teacher, S = Student)

- T: The hotel front office is normally composed of front desk, telephone, business center, concierge and bell service.
- S: I hear that the front desk serves as the nerve center and the main source of information of a hotel.
- T: Yes, the front desk staff should be tactful and well-informed and always be ready to tackle problems and answer questions of all sorts. The problems might be involved in prices, service, maintenance, safety, tourist attractions, traffic schedule, etc. The questions, however, may not always be related to the hotel. There might be a wide range of questions, varying from politics, economics, culture, sports to science.
- S: So the job of the front desk staff is very demanding.
- T: Sure.
- S: Oh, why are there so many people working behind the registration desk?
- T: Well, motels and small hotels need fewer people. The check-in procedure of this hotel, however, requires the effort of a large staff. Each person acts as part of a team and is assigned specific tasks.
- S: What's that boy's job?
- T: He's a receptionist. He checks in the guests and assigns them their rooms. Most hotels offer single rooms and double rooms. Apart from these, this hotel has several suites. If necessary, extra beds can be placed in a double room.
- S: Here's someone registering now.
- T: Upon check-in, the guest is required to fill up the registration form. The guest's name, address, nationality, identification such as passport number are requested. There the receptionist writes down the guest's room number and the amount the guest will pay and checks the arrival and departure dates. He then inputs the necessary information into the computer.
- S: What are the responsibilities of the information staff?
- T: They are responsible for answering guests' questions, taking messages, confirming air tickets, providing necessary information, etc. .

- S: I see. Can you tell me about the business center?
- T: The business center provides typewriting, photocopying, fax, translation, internet access and other secretarial service.
- S: Is that man with a hat the bellboy?
- T: Yes. The bellboy escorts the guest to the room, helps deliver baggage and messages. It's also his job to page a guest within the hotel and call for cabs.
- S: Then what is a concierge?
- T: In the hotel industry, the term concierge refers to someone who arranges for transportation in the city, sightseeing, and assists the guests with their entertainment plans, including booking theatre and cinema tickets. In fact, the concierge does whatever he can to help the guest out of difficulties. Some hotels require him to be multilingual. In our hotel, there are over fifteen concierges, three of whom are in the process of applying for the Golden Key membership. The front office manager will elaborate to you what a Golden Key is later on.
- S: What does a lobby assistant manager do?
- T: The lobby assistant manager of this hotel reports to the general manager. On behalf of the general manager, he handles guests' complaints and suggestions, balances the relationship between all departments and the guests. He has to provide supervision and cooperation to other departments. The lobby assistant manager in some other hotels, however, belongs to the front office and is mainly responsible for handling guests' complaints.
- S: Then is there any difference between Information and Concierge?
- T: The primary difference between Concierge and Information is that the Concierge is supposed to assist with far more than just information. The Concierge is supposed to help with ticketing, cinema and theatre bookings, restaurant reservations, city-wide entertainment information and provide advice on day trips, locations and hospitals, etc. In fact the Concierge does whatever he could to help the guest out of difficulties. The Concierge is supposed to be multilingual and "total information professionals." So the Concierge is more expensive, especially if they have obtained the Golden Key certification.

Words and Expressions

- | | |
|---------------------------------|---------------------------|
| 1. concierge / n. 礼宾服务, 委托代办 | 2. tackle / v. 处理, 对付 |
| 3. attraction / n. 吸引物, (风景) 圣地 | 4. identification / n. 身份 |
| 5. input / n. 输入, v. 把……输入 | 6. confirmation / n. 确认 |
| 7. internet / n. 因特网 | 8. secretarial / a. 秘书的 |

9. escort / v. 护送

11. supervisor / n. 主管

10. page / v. 寻人, 给……当听差

12. supervision / n. 监督, 管理

Notes

1. The hotel front office is composed of front desk, telephone, business center, concierge and room reservation. 本饭店前厅部由总台、总机、商务中心、礼宾司和客房预订组成。各饭店前厅部的机构设置略有不同。如有些饭店总台员工兼做 check-ins 和 check-outs, 而在另一些饭店 check-ins 和 check-outs 分别由前厅部的总台接待员和财务部的总台收银员负责。
2. In our hotel, there are over 15 concierges, three of whom are in the process of applying for the Golden Key membership. “Concierge”在各饭店的中文译名略有不同, 本书译为“委托代办者”, “礼宾司”。Golden Key, 金钥匙(用于指人或组织)。凡加入金钥匙组织的员工均需申请, 经过正规的培训, 通过考核, 履行组织的职责和义务方能被吸纳为会员。

Exercises

I. Questions:

1. What is the front office composed of in your hotel?
2. Why does the student say that the job of a receptionist is very demanding?
3. What items are included in the registration form in your hotel?
4. Is it the responsibility of a receptionist in your hotel to check the guest out? Can you tell us the advantages and disadvantages of a receptionist who is responsible for both check-ins and check-outs?
5. How do you value the work of a concierge?

II. Complete the following with the words given below:

concierge, bellman, check-in, registration, accommodations, multilingual, supervision, page

1. When you arrive at the hotel, you should go directly to the _____ desk.
2. What kind of _____ can we expect at an inn?
3. The _____ can help guests familiarize with the city they are visiting.
4. I want to _____ Mrs Collins. Could you give me a hand?
5. Every guest is required to go through _____ if he wants to stay at the hotel.
6. John has special talent for language study and he is a _____ man.

7. The _____ took the guest to his room.
8. He was blamed for lack of _____.

III. Translate the following into English:

1. 除入住登记外,总台接待员还要为客人提供留言、确认机票、做预订等服务。
2. 然而,在一个现代大型饭店里,入住登记手续需要一支庞大的队伍共同来完成。
3. 行李员要送客进房,受理客人行李、代客留言并帮助客人在店内寻人。
4. 金钥匙(Golden Key)要为客人安排市内交通、市内观光,帮助客人安排娱乐活动,包括订影剧票。事实上他应尽一切努力帮助客人解决困难。
5. 假如饭店拥有一支经验丰富、讲究效率的员工队伍,那么饭店的退房手续就会简单易办而不会给客人带来不便。

IV. Translate the following into Chinese:

1. I hear that the front desk serves as the nerve center and the main source of information of a hotel.
2. There might be a wide range of questions, varying from politics, economics, culture, sports to science.
3. On behalf of the general manager, he handles guests' complaints and suggestions, balances the relationship between all departments and the guest.
4. The primary difference between Concierge and Information is that the Concierge is supposed to assist with far more than just Information.
5. The Concierge is supposed to be multilingual and "total information professionals".

Reading Material

Treating the Guest with Respect

Hotel guests require a lot because they pay a lot for a small home away from home. Because they are in a strange environment where the people around them speak a different language, eat and work differently, they need our help. They have question and we must give them answers. Since guests represent our main reason to be in business, we must do our very best to please them. So we should handle them with great care as if they were a royalty, because if they stopped coming, we should no longer have a job. Treat them with respect and pleasantly. They are here for a short time and this time has to be the best they ever had. Your responsibility is to make their time in our hotel memorable. They must never have a bad memory or experience in the hotel where you are working. Some guests

suffer from the change of climate, or food or don't like flying, etc. There are many reasons that will affect their mood. Some don't sleep well and get easily irritable or impatient. Your task is to ensure that they are well looked after and make them forget about their small miseries. Be patient and nice with them even if

Questions

1. What are the reasons that affect the guest's mood?
2. Why should we treat our guest with respect?
3. In what way can we do to please the guest?
4. Cite some examples that guests are made unhappy in your hotel.

sometimes you feel that they are too demanding. Foreigners expect different things at different times. We must strive to provide them with as much comfort and attention as we can. To do so, you must be confident enough that you can communicate with them. If there is something that you don't understand, do not shy away, leaving the guest waiting for an answer.

Ask him politely to repeat what he just said: "Excuse me, sir / madam. Would you mind repeating that? I didn't quite understand what you said." If you are still not sure, call your supervisor just because you couldn't understand and were too embarrassed to ask for help. Your supervisor will be able to help you so that you can avoid making silly mistakes.

When you are in doubt, always repeat the guest's order. When talking to guests, use the right tone of voice. Don't be too loud. You don't want all the people around you to hear what you have to say to this guest. Speak loud enough to be heard distinctly. Use only the word you feel comfortable with. Keep it simple and to the point. Practise short sentences dealing with different situations.

Now, you can see why from the moment you enter the Hotel to start work the guests become the most important persons in your life. You are now responsible for their wellbeing for which they pay a high price that gives them the right to be very demanding.

Dialogue for Practice

Different Kinds of Hotels (I)

Jack: Hi, dear uncle Tom.

Tom: Hi, Jack. What has brought you here? How are you getting on and what can I do for you?

Jack: You see, I have been studying Chinese in Nanjing. Yesterday I was asked to work

as an interpreter for International Hotel tomorrow. As you know, hotel business is Greek to me. That's why I am here and that's what has brought me here.

Tom: Oh, I came to know why my dear nephew has come to address his dear uncle. You want him to give you some tips about hotel business, don't you?

Jack: Yeah, exactly. That's no other than my uncle. Now let's get down to business. First thing first. Would you please tell me the types of hotels? Because there are so many kinds of hotels that they are really confusing, so confusing that sometimes I regard them as a headache.

Tom: Yes, they are a little too many. But they would not be a headache if you are determined to get fully involved in it. First you must get a clear idea about classification of hotels, which is not always easy.

Jack: Then, how do you people in your field classify them?

Tom: Generally speaking, the classification of hotels varies from country to country. But there are several useful general classifications according to the markets the hotels attempt to attract and serve.

Jack: Please, tell me how you professional people classify and define them. I mean, would you please tell me the technical terms for hotel first so that I can get the names straight?

Tom: Oh, they are usually commercial hotels, airport hotels, extended-stay hotels, residential hotels, resort hotels, bed and breakfast hotels, casino hotels, conference centers, convention hotels, full-service hotels. . .

Jack: Hang on a moment please. I haven't got the time to put them down yet because there are so many and they are so confusing.

Tom: Then, I can leave the detailed description of various kinds of hotels for the next time.

Unit Two The Housekeeping Department

(T = Teacher, S = Student)

T: The housekeeping department is responsible for the cleaning and upkeep of the guest rooms, and the public areas of the hotel. It provides some of the services to the in-house guests.

S: What service items does the housekeeping provide?

T: Upon the request of guests, the room attendants will send an extra pillow, sewing kits, irons and ironing board or hair dryers.

S: If a guest wants extra bedding, does the housekeeping staff fulfill that request?

T: The housekeeping does not provide extra bedding or rollaway unless it gets the instruction from the front desk.

S: The housekeeping department also does the laundry service, doesn't it?

T: Yes. The laundry and valet services are two of the most basic services. The laundry service washes clothes while the valet service dry-cleans and presses articles of clothing. Many hotels have 24-hour laundry and valet services, and even express service. Guests are requested to fill up a laundry list.

S: What do you mean by express service?

T: Express service means fast service. Take our hotel for example, for normal laundry service, the laundry collected before 10:00 a.m. will be returned the same day. And the laundry collected between 10:00 a.m. and 8:00 p.m. will be returned around 9:00 next morning. In the latter case, if a guest would like his laundry returned by 10:00 p.m. the same day, it means the guest wants an express service. An express charge, which is normally an extra 50%, will be attached accordingly.

S: I see now. What is a production sheet?

T: The room attendant (room-keeper) or chambermaid must keep a daily record of each room. Rooms that need daily care are recorded on a production sheet. The sheet tells the room attendant whether the rooms need a makeup or servicing after recent use. The production sheet also shows which rooms should be generally cleaned and which bathrooms should be scrubbed down. Only a pickup is necessary for a room that does not need a complete makeup. In addition to keeping the rooms clean and in good

shape, the housekeeping department provides valuable information of room status. When rooms are prepared by the room attendants and checked by the chief attendant, a room status report will be made and sent to the housekeeping service center to have it inputted into the computers. Hence the receptionists share the room status information from the computers at the front desk.

S: Can you tell me something about the room status?

T: Room status is the state of rooms. The room status is as follows: vacant clean (v/c), vacant dirty (v/d), sleep out (s/o), light luggage (L/L), occupied (OCC), do-not-disturb (DND), out of order (OOC) and VIP.

S: Is there any point in having such room status as "sleep out"?

T: Sure. If the bed has not been used and the guest's belongings are left in the room, we call it a sleepout. "S/O" indicates either the guest has left the hotel without paying (We call this kind of guests skippers), or he has stayed somewhere else for some reason but will pay his room charge all the same. So the front desk has to figure out which case that should be and take actions accordingly.

S: I have noticed that the room attendant uses a cart to carry the supplies.

T: Yes, the maid's cart has compartments for linens, laundry bags, stationeries, soap, tissues and other supplies for preparing rooms. Those containers on each end of the cart are for waste baskets and dirty linen.

S: What are the other responsibilities of the housekeeping staff?

T: Since they have access to all the rooms, the housekeeping staff takes special care of the floor master keys. And the executive housekeeper values the grand master key as his or her life. The room attendants who have signed for the master keys must return them before the end of the shift. They do so for security reasons. No one should leave work until all master keys have been accounted for.

Words and Expressions

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|-----------------------------|-----------------------------|
| 1. sewing kit / 针线包 | 2. iron / n. 熨斗 |
| 3. ironing board / 熨板 | 4. rollaway / n. (带轮)加床 |
| 5. extra bedding / 加床, 增加床位 | 6. valet / n. 干洗服务员 |
| 7. press / v. 熨烫 | 8. sleepout / n. 外宿者 |
| 9. skipper / n. 跑账者 | 10. deliberately / adv. 故意地 |
| 11. figure out / 琢磨出 | 12. theft / v. 偷窃(行为) |
| 13. maid's cart / 服务推车 | 14. compartment / n. 分隔空间 |
| 15. dirty linen / 待洗的脏衣、物 | 16. tissue / n. 手纸 |