

高等院校经济管理类专业应用型系列教材

# 酒店实用英语

李 飞 袁 露 主 编  
陈 蔚 徐晓颂 副主编

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## 内 容 简 介

本书围绕酒店业服务流程和相关背景进行编写,内容包括酒店业概述、前台服务、客房服务、餐饮服务及酒店相关内容,每课由听力训练、场景模拟训练、背景知识、句型操练等内容构成,旨在提高本、专科学生酒店英语的听、说、读、写四个方面的实际运用能力,帮助学生打好坚实的酒店会话基础,拓宽知识面,增强其成功就业的信心,提高其轻松就业的能力。

本书即可作为应用型本科、高等职业院校旅游管理、酒店管理、英语等专业学生的教材使用,亦可作为相关从业人员的自学用书。

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# preface

## 前言

中国的酒店业是最早向外资开放的行业之一,伴随着国际酒店业的发展已成为一个与国际接轨的市场化程度较高的行业。这将为具有较高的酒店英语服务技能和管理技能的酒店人才提供更为广阔的职业发展空间。

本教材从酒店行业从业人员的工作需要出发,以培养学生英语服务能力为目标进行构思和编写。本书主要通过对酒店各情景对话及相关短文的听、说、读、写、练,使学生掌握相应的英语词汇、表达方法和沟通技巧,训练顶岗工作的能力,从而全面提高旅游管理、酒店管理专业的学生的英语交际能力。

本教材按照酒店服务与管理的实际需要,包含五个部分的内容:酒店业概观、前厅部、客服部、餐饮部及其他服务与管理信息。每章开篇为引入部分,第一和第五章另外各编写两篇阅读子内容,第二、第三和第四章另外各编写四课子内容。每个子内容包括七个模块:背景知识、情景对话、词汇、实用技巧、听力理解、角色扮演及小建议。七个模块在教学中可灵活使用,教师或学生可根据以下目标进行针对性练习。

(1) 背景知识——拓宽学生的文化视野,丰厚他们的文化功底,培养学生学习各主题知识的兴趣。

(2) 情景对话——该部分由三到四篇对话组成,各对话均设有特定主题,能使语言具体化,在实际运用中激活它。

(3) 词汇——对知识点的有力补充,方便学生更快捷地理解与掌握重点词汇。

(4) 实用技巧——结合各个主题,对实际相关工作中所涉及的常用句型进行整理汇编,为学生的口语练习以及今后的工作实践提供切实可行的依据。

(5) 听力理解——培养学生通过听力获取信息的能力,有效地把书本知识变为自己今后语言交际的一部分。

(6) 角色扮演——通过该模块的训练可加强学生的表达能力和交际能力,让学生能根据实际情景的变化,恰当地运用所学的语言知识自如地应对、准确地表达。

(7) 小建议——提供了大量学生在今后工作中可能会用到的、能出奇制胜的小知识、小技巧,有较强的针对性和实用性,便于学生对相关知识进行理解和掌握。

本教材由汪倩、袁露、徐晓颂负责编写第一章,陈蔚、李飞、徐晓颂负责编写第二至第四章,唐颖、张曼负责编写第五章。全书由李飞统稿并核稿审定。

在教材的编写过程中,编者参考了一些出版物和网站。由于选材广泛,书中没有一一注明出处,希望得到原作者的支持和理解。

限于编者水平有限,书中难免存在疏漏和不尽如人意之处,恳请广大学者和读者不吝指教。

编 者

2016 年 10 月

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# Chapter I    **An Overview of Hospitality Industry**

## **Lead-in    An Introduction to Hospitality Industry**

Inns(旅馆) have existed since ancient times(e. g. , along the Roman road system during the Roman Empire)to serve merchants(商人) and other travelers. Medieval(中世纪的) European monasteries(修道院) operated inns to guarantee haven for travelers in dangerous regions. The spread of travel by stagecoach(驿马车) in the 18th century stimulated the development of inns, as did the Industrial Revolution. The modern hotel was largely the result of the railroads; when traveling for pleasure became widely popular, large hotels were often built near railroad stations. In 1889, the Savoy Hotel in London set a new standard, with its own electricity and a host of special services; the Statler Hotel in Buffalo, N. Y. (1908), another landmark, catered(提供饮食及服务) to the growing class of business travelers. After World War II , new hotels tended to be larger and were often built near airports. Hotel chains(连锁店) became common, making purchasing, sales, and reservations more efficient.

A hotel is an establishment that provides lodging(临时住宿)paid on a short-term basis. The provision of basic accommodation, in times past, consisting only of a room with a bed, a cupboard, a small table and a washstand has largely been replaced by rooms with modern facilities, including en-suite(成套的) bathrooms and air conditioning or climate control. Additional common features found in hotel rooms are a telephone, an alarm clock, a television, a safe, a mini-bar with snack foods and drinks and facilities for making tea and coffee. Luxury features include bathrobes and slippers, a pillow menu, twin-sink vanities and jacuzzi(“极可意”水流按摩浴缸) bathtubs. Larger hotels may provide additional guest facilities such as a swimming pool, fitness center, business center, childcare, conference facilities and social function services. Hotel rooms are usually numbered(or named in some smaller hotels and B&Bs)to allow guests to identify their room. Some hotels offer meals as part of a room and board arrangement.



## Reading 1 Classification of Hotels

Hotels and other accommodations are as diverse as the many family and business travelers they accommodate. The industry includes all types of lodging, from upscale hotels to RV parks. Motels, resorts, casino hotels, bed-and-breakfast inns, and boarding houses also are offered.

Establishments vary greatly in size and in the services they provide. In terms of levels of service, basically, there are four types of hotels—Deluxe/Luxury, First Class/Superior, Tourist Class/Standard, and Budget Class/Economy.

Luxury hotels target top business executives, entertainment celebrities, high-ranking political figures, and wealthy clientele as their primary markets. They provide upscale restaurants and lounges, concierge services and also private dining facilities.

Economy hotels provide clean, comfortable, safe, inexpensive rooms and meet the basic need of guests. Economy hotels appeal primarily to budget minded travelers who want a room with the minimum services and amenities required for a comfortable stay, without paying additional costs for unnecessary services. The clientele of these hotels include families with children, traveling business people, backpackers, vacationers, retirees etc. This class of hotels may not offer food and beverage facilities. Superior hotels are suitable for relatively higher class and wealthy clientele, and standard hotels provide guests with most of their needs and requirements.

Hotels target many markets and can be classified according to the markets from which they attempt to attract their guests. In terms of target markets, there are five basic types of hotels—commercial, resort, residential, extended-stay and casino.

Most hotels are commercial properties that cater mainly to business people, tourists, and other travelers who need accommodation for a brief stay. Commercial hotels usually are located in cities or suburban areas and operate year round. Larger properties offer a variety of services for their guests, including a range of restaurant and beverage service options—from coffee bars and lunch counters to cocktail lounges and formal fine-dining restaurants. Larger hotels and motels often have banquet rooms, exhibit halls, and spacious ballrooms to accommodate conventions, business meetings, wedding receptions, and other social gatherings. Conventions and business meetings are major sources of revenue for these hotels and motels. Some commercial hotels are known as conference hotels—fully self-contained entities specifically designed for meetings.

Resort hotels offer luxurious surroundings with a variety of recreational facilities,

such as swimming pools, golf courses, tennis courts, game rooms, and health spas, as well as planned social activities and entertainment. Resorts typically are located in vacation destinations or near natural settings, such as mountains, the seashore, theme parks, or other attractions. As a result, the business of many resorts fluctuates with the season. Some resort hotels provide additional convention and conference facilities to encourage customers to combine business with pleasure. During the off season, many of these establishments solicit conventions, sales meetings, and incentive tours to fill their otherwise empty rooms; some resorts even close for the off-season.

Residential hotels provide living quarters for permanent and semi-permanent residents. They combine the comfort of apartment living with the convenience of hotel services. Many have dining rooms and restaurants that also are open to residents and to the general public.

Extended-stay hotels combine features of a resort and a residential hotel. Typically, guests use these hotels for a minimum of 5 consecutive nights. These facilities usually provide rooms with fully equipped kitchens, entertainment systems, ironing boards and irons, office space with computer and telephone lines, fitness centers, and other amenities.

Casino hotels provide lodging in hotel facilities with a casino on the premises. The casino provides table wagering games and may include other gambling activities, such as slot machines and sports betting. Casino hotels generally offer a full range of services and amenities and also may contain conference and convention facilities.

The more common classification systems include “star” rating, from one-star hotels to five-star hotels according to diverse qualities and services which the hotels provide. (635 words)

### New Words and Expressions

1. upscale ['ʌpskeɪl] *adj.* 迎合高层次消费者的; 质优价高的
2. RV (Recreational Vehicle) *n.* (设有床位、厨房等野营用的) 娱乐车
3. establishment [ɪs'tæblɪʃmənt] *n.* 设施
4. deluxe [dɪ'lʌks] *adj.* 高级的; 豪华的
5. superior [sju:'piəriə] *adj.* 优秀的, 出众的
6. budget ['bʌdʒɪt] *adj.* 廉价的
7. Budget Class 经济舱; 经济型
8. executive [ɪg'zekjʊtɪv] *n.* 经理; 经理主管人员
9. clientele [klaɪəntel] *n.* 客户
10. concierge [kɒnsjɜːʒ] *n.* 门房; 看门人
11. amenity [ə'menəti] *n.* 便利设施; 礼仪
12. commercial [kə'mɜːʃ(ə)l] *adj.* 商业的; 营利的

13. resort [ri'zɔ:rt] *n.* 度假胜地
14. residential [rezi'denʃəl] *adj.* 住宅的;与居住有关的
15. extended [ik'stendɪd] *adj.* 长期的
16. extended-stay 公寓常住型酒店
17. casino [kə'si:nəʊ] *n.* 赌场;娱乐场
18. suburban [sə'bʌ:bən] *adj.* 郊区的,城郊的
19. restaurant ['restər:ŋ] *n.* 餐馆,饭店
20. beverage ['bevərɪdʒ] *n.* 饮料
21. convention [kən'venʃ(ə)n] *n.* 惯例;约定
22. revenue ['revənju:] *n.* 收益;税收,国家的收入
23. luxurious [lʌg'ʒʊəriəs] *adj.* 奢侈的;特级的
24. recreational [rekri'eɪʃənəl] *adj.* 娱乐的,消遣的;休养的
25. fluctuate ['flʌktʃueɪt] *v.* 波动;涨落
26. solicit [sə'lɪsɪt] *v.* 征求;招揽
27. permanent ['pɜ:m(ə)nənt] *adj.* 永久的;不变的
28. consecutive [kən'sekjətɪv] *adj.* 连贯的;连续不断的
29. lodging ['lɒdʒɪŋ] *n.* 寄宿;寄宿处;出租的房间、住房
30. premise ['premis] *n.* 房屋(连地基)
31. on the premises(尤指酒店)店内,屋内,建筑物内
32. wager ['wedʒə] *v.* 打赌;下赌注
33. gambling ['gæmbliŋ] *adj.* 赌博;打赌

### Useful Drills

1. Establishments vary greatly in size and in the services they provide.  
各种不同类型的酒店其面积大小及所提供的服务各不相同。
2. In terms of levels of service, basically, there are four types of hotels—Deluxe/Luxury, First Class/Superior, Tourist Class/Standard, and Budget Class/Economy.  
就服务标准而言,基本可以分为四种类型——奢华型、优质型、标准型和经济型。
3. Luxury hotels target top business executives, entertainment celebrities, high-ranking political figures, and wealthy clientele as their primary markets.  
奢华型酒店主要是针对高端的商业主管、娱乐界大牌明星、地位突出的政界名流及相当富有的消费者而言的。
4. Economy hotels provide clean, comfortable, safe, inexpensive rooms and meet the basic need of guests.  
经济型酒店给消费者提供干净、舒适、安全而且价格合理的住房,能满足顾客的基本需求。
5. Economy hotels appeal primarily to budget minded travelers who want a room with the minimum services and amenities required for a comfortable stay, without paying

additional costs for unnecessary services.

经济型酒店主要是迎合精打细算的旅客的需要,这部分消费群体只求获得最基本的服务和设施,不愿为不必要的服务埋单。

6. Hotels target many markets and can be classified according to the markets from which they attempt to attract their guests.

酒店以不同的市场为目标,并根据不同市场分类,试图吸引不同的顾客。

7. In terms of target markets, there are five basic types of hotels—commercial, resort, residential, extended-stay, and casino.

从目标市场的角度分类,有五种不同的基本酒店——商务型、度假型、住宅型、长时间居住型及赌场型。

8. Most hotels are commercial properties that cater mainly to business people, tourists, and other travelers who need accommodation for a brief stay.

大部分的酒店都是商业型的,主要为满足商人、旅游者及其他各种旅客的简单住宿。

9. Resort hotels offer luxurious surroundings with a variety of recreational facilities, such as swimming pools, golf courses, tennis courts, game rooms, and health spas, as well as planned social activities and entertainment.

度假型酒店提供了高级奢华的服务,包含各种娱乐设施,如游泳池、高尔夫球场、网球场、游戏室、减肥温泉疗养地,甚至还有筹备好的各种社交及娱乐活动。

10. As a result, the business of many resorts fluctuates with the season.

结果,许多度假型酒店的生意随着季节的变化而有所不同。

11. They combine the comfort of apartment living with the convenience of hotel services.

住宅型酒店结合了家中的舒适温馨及酒店服务的方便等特点。

12. Typically, guests use these hotels for a minimum of 5 consecutive nights.

通常,顾客至少要在酒店连续住五个晚上。

13. Casino hotels provide lodging in hotel facilities with a casino on the premises.

赌场型酒店在提供住宿的同时还在酒店内设有赌场。

## Reading 2 Type of Hotel Rooms and Hotel Facilities

Quite unusually, so far the hotel industry has not agreed on a unified classification system for hotel rooms. Today, almost any modern hotel has its disposal standard rooms and suites. But often the same category of rooms in different hotels implies different living conditions.

The class of the room in the hotel mostly depends on the structure of the hotel itself. The classification of the hotel rooms is often used not so much for the indication

of comfort, as for the reflection of the number of beds. You can safely say that the general standard for the international hotel business today is a single room. Tourist, staying in it, can count on the separate bathroom, wardrobe, TV set, Wi-Fi connection to the Internet is a default option practically in all the rooms of new hotels.

Depending on the host country and the status of the hotel a standard room can have additional functions and feature. For example, in many hotels in Britain washstands with the separate faucet for cold and hot water can be found. In China the standard set for the bathroom includes a comb, a toothbrush and paste. Thereby the standard set for the bathroom in the world hotel industry includes soap, towels for body and hands and, of late, a shower gel.

In addition to the standard room, international classification distinguishes more than 30 different types of rooms. The type of the hotel room can depend on the view from the window, the number and the size of internal rooms, the quality of furniture and bathrooms, the content of mini-bar and the availability of office equipment. In addition to the classification of rooms there is a classification of accommodation. There are also a lot of options: from a double room, where three or more people can stay, to accommodation with children or in separate cabins on the grounds of the hotel. Both the room types and the accommodation types have alphabetic acronyms, primarily in English. For example, BO stands for bed only and means that meals are not included. An abbreviation SV(sea view)in the description of the room means that you will be able to observe the ocean through your window. (368 words)

### New Words and Expressions

1. category ['kætəgəri] *n.* 种类;类别
2. count on 依靠;指望
3. wardrobe ['wɔ:drəʊb] *n.* 衣橱,衣柜
4. default [dɪ'fɔ:lt] *adj.* 默认的
5. washstand ['wɒʃstænd] *n.* 盥洗盆;脸盆架
6. faucet ['fə:sɪt] *n.* 水龙头
7. accommodation [əˌkɒmə'deɪʃn] *n.* 膳宿;住处
8. alphabetic [ˌælfə'betɪk] *adj.* 照字母次序的;字母的
9. acronym ['ækrənɪm] *n.* 首字母缩略词
10. abbreviation [əˌbrɪːvi'eɪʃn] *n.* 缩写

### Useful Drills

1. A hotel is an establishment that provides paid lodging on a short-term basis.  
酒店是在短期内提供有偿住宿的建筑实体。
2. In addition to the standard room, international classification distinguishes

more than 30 different types of rooms.

除了标准房,按照国际标准还可区分出 30 多个不同类型的房间。

3. In Japan, capsule hotels provide a minimized amount of room space and shared facilities.

在日本有一种胶囊酒店,它的房间面积非常小并且所有的设施设备都是供公共使用的。

4. Single-Room has 1 single bed, strictly for 1 adult only. No extra bed will fit.

单人间设有一张单人床,仅供一位成年人住宿,一般不允许加床。

5. Twin-Room has 2 single beds to accommodate 2 adults. A third adult will require an extra bed.

双人间设有两张单人床,可供两位成人入住。第三位客人则需加床。

6. Double-Room has 1 large (Queen or King sized) bed to accommodate 2 adults. A third adult will require an extra bed.

大床间设有一张大床供两位成人使用,第三位客人则需加床。

7. Double for Single Use-Room has 1 large (Queen or King sized) bed to accommodate 1 adult only.

单人大床间设有一张大的单人床,仅供一位客人入住。

8. Suite consists of a bedroom and a small living room to accommodate 2 adults, unless otherwise is specified. A third adult will require an extra bed.

套房由一个卧室和一个小客厅组成,供 2 个成年人入住,除非另有规定。第三个成人需要加床。

9. Connecting rooms are made up of two or more separate but adjoining rooms, which are connected by a door.

联通房是由两个或两个以上的隔开但相邻的房间组成,通常由一扇门来间隔开。



## Chapter II      **Front Office Department**

### **Lead-in    An Introduction to Front Office Department**

The aim of a hotel is to create a “home away from home” for all the traveling guests who need rest, food and drink.

The Front Office of a hotel is not only its “shop window” but also its “nerve center”. The Front Office staff’s efficiency and personality are of great importance to the realization of the hotel’s aim. It is within this department that the guest’s vacation or business, and indeed, the hotel’s operation itself are made or ruined.

The Front Office staff seems to “do it all”. Their tasks include receiving reservations(预订), registering(登记) guests, assigning rooms, distributing baggage, storing guests’ valuables, providing information, delivering mail and messages, exchanging foreign currency(货币), checking room occupancies, checking guests out, and the like.

In order to fulfill these tasks, the staff must have a neat and smart appearance, good manners, adaptability(适应性), knowledge of languages and a head for figures. The most important of all the qualities is a real liking for people and a warm desire to help them.

In addition, Front Office staff should be receptive to and address guests’ complaints. That will soothe(安慰) an unhappy guest and reveal the hotel’s problems so that the operation can be improved.

In short, all staff ought to remember that the hotel will enjoy greater financial success only when its guests are fully satisfied with their “home away from home”.

## Lesson 1 Reception Desk 接待处

### Background Information

Reception Desk is a counter where guests are received and they can ask for rooms, information, guest service and the other provided services. Its daily work consists of room sale, room reservations, check-in, check-out and room cancellations etc. It acts as the hotel's nerve center as well as its public face. With the development of tourism and the intense competition of the hotel industry, the excellent reception service plays a more and more important role.

接待处是一个接待顾客并且向他们提供房间、信息、顾客服务等柜台。其日常工作主要有：客房销售、接受预订、办理入住登记、办理离店手续、取消预订等。接待处既是酒店的“门面”，又是酒店的“神经中枢”。随着旅游业的发展和酒店业的激烈竞争，优质的接待服务正在发挥着越来越重要的作用。

### Dialogues

#### Dialogue 1 Room Reservations

R = Reservation Clerk G = Guest

R: Good morning, Room Reservations. May I help you?

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

R: Thank you, sir. For which date and how many guests will there be in your party?

G: From April 16th to 20th. Just my wife and myself.

R: From April 16th to 20th. And which kind of room would you prefer, sir?

G: A Twin, please.

R: Could you hold the line please? I'll check our room availability. (After a while) Thank you for waiting, sir. We have a twin room at \$ 180 per night, will that be all right?

G: OK, I'll take it.

R: Thank you, sir. May I have your name and phone number, please?

G: Sure. My name is Aaron Johnson, and my phone number is 3242-5827.

R: Mr. Aaron Johnson, phone number is 3242-5827. Excuse me, how do you spell your first name?

G: It's double A, R, O, N.

R: Double A, R, O, N. Thank you, Mr. Johnson. May I have your arrival time on April 16th?



G: Around 9 p. m. .

R: Mr. Johnson, for the unguaranteed reservation, we can only hold the room by 6 p. m. , because it is the peak season now. If you make a guaranteed reservation, we can hold the room overnight. Would you like me to make a guaranteed reservation by credit card?

G: Fine. Do you accept American Express?

R: Yes. May I know the number?

G: It's 134986.

R: Thank you, Mr. Johnson. You've made a guaranteed reservation at the Guangzhou Hotel, from April 16th to 20th for 5 nights. If you can't arrive as schedule, please inform us before 6 p. m. on April 16th. Thank you for calling and we look forward to serving you.

## Dialogue 2 Receiving a Walk-in Guest

R = Reservation Clerk G = Guest

R: Good afternoon, sir. May I help you?

G: Yes, please. I've just arrived from Hong Kong. Could you let me have a room for this evening?

R: Have you made a reservation, sir?

G: I'm afraid not.

R: How many people do you have, please?

G: Just one. I'm alone.

R: Just a moment, please. I have to check if there's a room available...

Oh, sorry, sir. All the rooms are booked up. But I think we'll be able to arrange for a room after six o'clock this evening. If you need a room right now, would you like me to get in touch with somewhere else for you?

G: No, thanks. I should say I prefer to stay here. A friend of mine highly recommended your hotel to me. I'll just wait here till six.

R: You are welcome, sir. Perhaps you might feel more comfortable to rest in our lobby after a tiring journey. And if you need any help, do let us know.

G: Thanks. No problem.

## Dialogue 3 Check-in

C = Front Office Clerk G = Guest

C: Good afternoon. Welcome to Peace Hotel. May I help you?

G: Yes, I'd like to check-in, please.

C: Certainly, sir. May I have your name, please?

G: I'm Lawrence Brown.

C: Do you have a reservation with us, Mr. Brown?

G: Yes, from tonight.