

创新  
行业英语

ENGLISH FOR HOTEL STAFF

# 饭店英语



主 编 余 超



图书在版编目(CIP)数据

饭店英语 / 余超主编. — 杭州: 浙江大学出版社,  
2016.3  
ISBN 978-7-308-15007-1

I. ①饭… II. ①余… III. ①饭店 — 英语 — 高等职业  
教育 — 教材 IV. ①H31

中国版本图书馆CIP数据核字(2015)第194284号

## 饭店英语

余超 主编

策划编辑 李 晨

责任编辑 张颖琪

责任校对 徐 瑾

封面设计 项梦怡

出版发行 浙江大学出版社

(杭州市天目山路148号 邮政编码 310007)

(网址: <http://www.zjupress.com>)

排 版 杭州林智广告有限公司

印 刷 临安市曙光印务有限公司

开 本 787mm×1092mm 1/16

印 张 6.75

字 数 220千

版 次 2016年3月第1版 2016年3月第1次印刷

书 号 ISBN 978-7-308-15007-1

定 价 18.00元

版权所有 翻印必究 印装差错 负责调换

浙江大学出版社发行中心联系方式: 0571-88925591; <http://zjdxcs.tmall.com>

## 编者序

“饭店英语”是酒店管理和旅游类专业学生必修的核心能力课程。本教材语言素材来自近年学生在北京、上海、杭州等地的星级酒店实习反馈回来的使用频率最高的饭店工作英语。与市场上常见的饭店英语教材不同，本教材专为初涉职场的在校学生以及年轻人设计，特别收录以下四部分内容，使读者在学习行业英语的同时增强对酒店业的认知，提高求职能力和就业质量。

一、实习生在酒店为外国客人服务时的难忘经历。为保证案例原汁原味，在编入时基本未作改动。

二、国际旅游企业招聘常见问题、简历书写指导及面试技巧。

三、国内外知名饭店集团及品牌概况。

四、饭店主要部门工作常识 100 条。

本教材主要以英文编写，取材鲜活、深浅适宜，有利于激发学生的学习兴趣，提高学生的英语能力和职业素养，可作为高等职业院校、高等专科学校、成人高等院校、应用型本科院校酒店管理专业及相关专业的教学用书，也可供五年制高职、中职学校学生使用，还可作为饭店从业人员的业务培训材料和参考读物。

本教材为有志从事涉外酒店服务与管理的人员提供外语方面的帮助和指导，读者可通过每章节后的 Real Stories（真实故事），体会年轻人在初涉酒店行业工作过程中的酸甜苦辣，掌握国际饭店管理知识和服务规则。

感谢浙江旅游职业学院酒店管理系 2012 届酒店管理 2 班全体同学对素材的贡献。衷心期望通过《饭店英语》让更多的年轻人热爱并投身酒店和旅游行业；愿本教材在给您带来愉快的学习体验的同时，助您在求职和工作中更具优势，成为行业未来领袖！

# CONTENTS

<b>Unit 1</b>	<b>Career in Hotel Industry</b>	<b>/ 1</b>
I	What Are Their Jobs?	/ 2
II	What Are They Wearing in the Pictures?	/ 3
III	Self-introduction	/ 4
<b>Unit 2</b>	<b>Hotel Departments</b>	<b>/ 7</b>
I	Front Desk	/ 8
II	Guest Services	/ 14
III	Business Center	/ 18
IV	Concierge	/ 22
V	Lobby Lounge	/ 25
VI	Chinese Restaurant	/ 28
VII	Western Restaurant	/ 33
VIII	Bar	/ 37
IX	Housekeeping	/ 40
<b>Unit 3</b>	<b>Applying for a Job</b>	<b>/ 43</b>
I	Vocabulary	/ 44
II	Writing a Résumé	/ 45
III	Job Interviews	/ 49

<b>Unit 4</b>	<b>Hotel Groups and Brands</b>	/ 53
I	IHG	/ 54
II	Marriott	/ 57
III	Hilton	/ 64
IV	Wyndham	/ 67
V	Choice	/ 73
VI	Accor	/ 77
VII	Starwood	/ 83
VIII	Best Western	/ 88
IX	More Great Hotels	/ 89
<b>Unit 5</b>	<b>100 Hospitality Tips</b>	/ 91
I	Front Desk	/ 92
II	Food and Beverage	/ 96
III	Housekeeping	/ 99

# Unit 1

## Career in Hotel Industry



# I What Are Their Jobs?



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_



\_\_\_\_\_

receptionist  
chef

operator  
waiter/waitress

housekeeper  
hostess

bellboy  
bartender

## II What Are They Wearing in the Pictures?

suit

bow tie

neckerchief

uniform

T-shirt

apron

hat

skirt

gloves

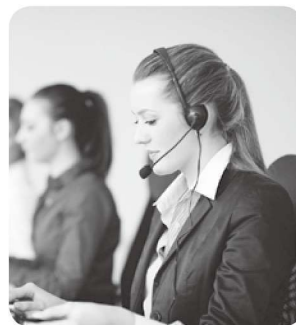
blouse

tie

name badge/name tag

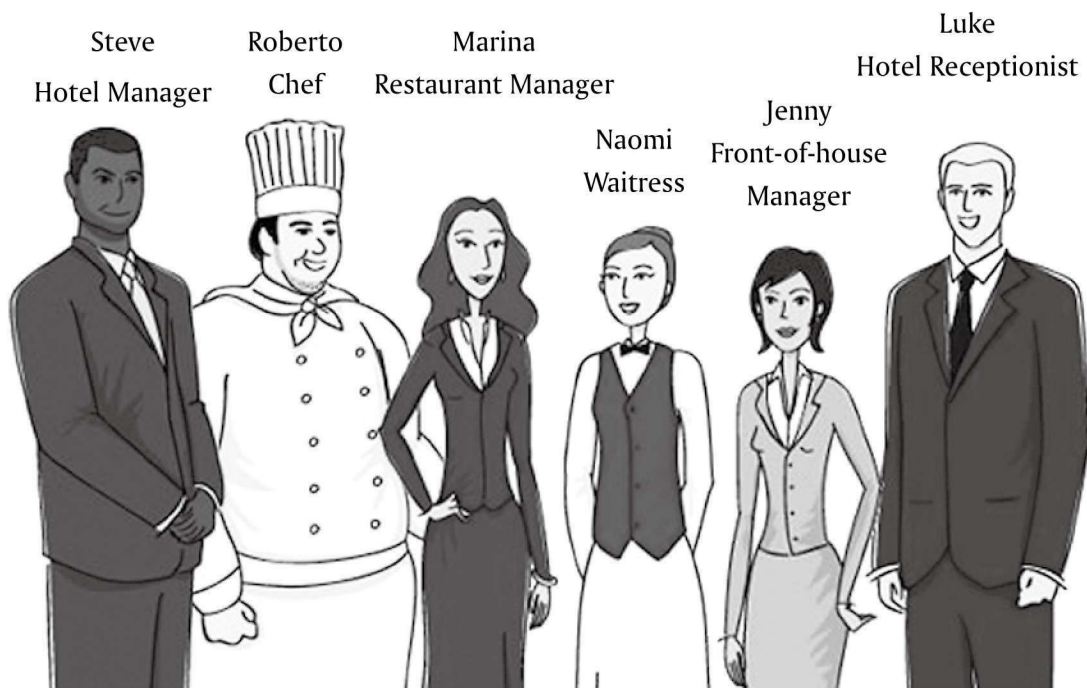
pants/trousers

jacket



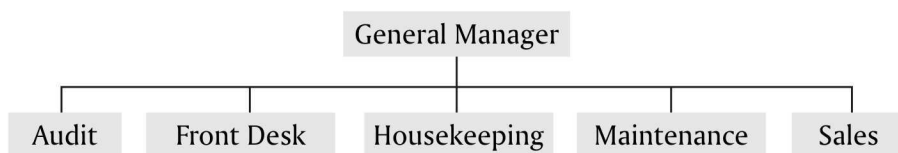


### III Self-introduction

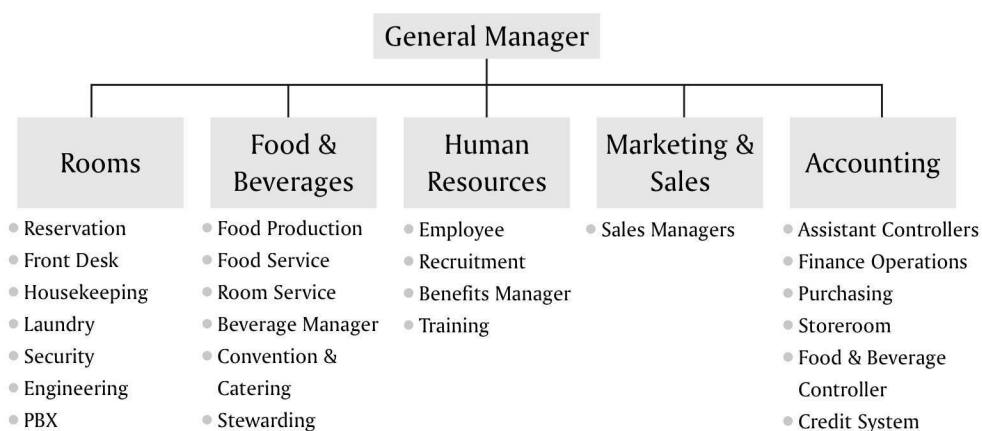


Hi, I am Steve. I am the hotel manager.

Hello. My name is Naomi. I work for \*\*\*\*\* Restaurant.



(a) Departments of a limited-service hotel



(b) Departments of a full-service hotel (under 500 rooms)



# Unit 2

## Hotel Departments



# I Front Desk

## 1. Job Responsibilities

Handling reservation inquiries

Taking reservations

Changing, cancelling & confirming reservations

Checking in guests

Giving information

Explaining things

Finding solutions to problems

Offering (to) help

Receiving phone calls



## 2. Vocabulary

### Words

receptionist *n.* (饭店、公司、诊所等处的) 接待员

upsell *v.* 追加销售

reservation *n.* 预约, 预订

breakfast *n.* 早餐

suite *n.* 套房

plug/socket *n.* 插头 / 插座

bellman/bellboy *n.* 门童; 行李员

passport *n.* 护照

signature *n.* 署名

occupancy *n.* 居住

tariff *n.* 关税; 价目表

payment *n.* 付款, 支付

deposit *n.* 订金

availability *n.* 可用性; 有效性

bill *n.* 账单

registration *n.* 登记; 注册

cancellation *n.* 取消

invoice *n.* 发票

### Phrases

arrival date 抵达日期

departure date 启程日期

family room 家庭套房

in cash/by credit card 现金 / 信用卡

garden room 花园房

Identification Card 身份证

arrival time 到达时间

twin room 两张单人床的双人房

double room 双人间

single room 单人间

business center 商务中心

room rate 房价



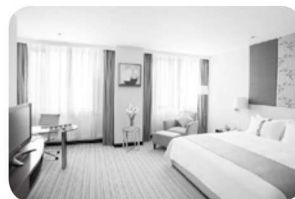
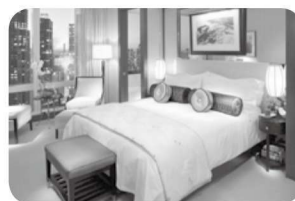
### 3. Room Types



Room Types	Number of Beds	Number of Guests
Single Room		
Twin Room		
Double Room		

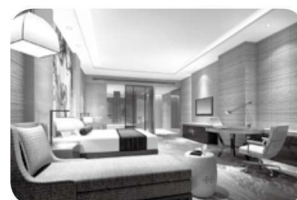
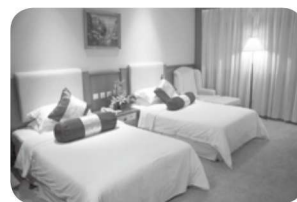
### 4. Expressions

- Good morning, how may I assist you?
- Room reservation. What can I do for you?
- What would you like, suite, single room or twin room?
- The rates are 1,100, 1,500 and 5,500 yuan.
- Excuse me. May I have your name?
- How many people come with you?
- May I have your passport?
- How would you like to make the payment?
- Please sign your name here.
- May I have your signature here?
- Thank you for calling.





- Would you like me to take a message?
- This is your hotel card.
- This is your luggage.
- Your room number is 1226.
- Breakfast begins at 6 a.m.
- Have a good time staying in our hotel.
- Would you dial # first then country code, area code and telephone number?
- The booking office usually sells tickets 7 days in advance.
- Would you mind filling in the registration form?
- I'll check our room availability.
- This is your room bill, please check it.



## 5. Conversations

R = Receptionist    G = Guest

### Check-in (I)

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

G: Good afternoon. I want to check in.

R: Yes, do you have a reservation?

G: Yeah, my name is Lily White. I booked a business room online.

R: Sure, let me pull up your reservation. Oh, yes Mrs. White, you will have a business room for two nights. All our rooms are non-smoking.

G: That's OK.

R: May I have your passport?

G: Of course.

R: Mrs. White, how would you like to make the payment?

G: Credit card.

R: Mrs. White, your room number is 1228 and this is your room card.

G: Thanks, what's the beginning time of breakfast?

R: The breakfast begins at six o'clock and the dining room is on the fifth floor.

G: Thank you very much.





R: You are welcome. Have a good time staying in our hotel.



### Check-in (II)

R: Good afternoon, sir. How may I assist you?

G: Good afternoon, check in please.

R: Have you made a reservation, sir?

G: Yes, and this is my passport.

R: Thank you Mr. White, just a moment please, I'll check the arrival list. Thank you for waiting, we do have your reservation, a single room, non-smoking, stay three nights. Is it all right?

G: Yes.

R: May I have your signature here?

G: OK.

R: How would you like to pay, in cash or by credit card?

G: By credit card. Here you are.

R: Thank you, here's the room card and your credit card. Your room number is 1821.  
Enjoy your stay here.

G: Thank you.

