



全国高职高专教育精品规划教材

酒店英语

主编 张贺玲 吴 皓

Hotel English



内附光盘



北京交通大学出版社
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· 北京 ·

内 容 简 介

本教材为了适应我国旅游业尤其是饭店业持续发展的需要,旨在提高该专业学生和从业人员的英语交际能力,从而为培养业务精通、英语熟练、全面发展的新时期饭店服务及管理人才尽力。

本书的14个单元涵盖了前厅、餐厅、客房、康乐中心、购物中心、投诉处理等酒店部门各岗位常用的相关服务用语。为了确保本书中英语的正确性和实用性,我们还特意邀请了外籍教师为我们审稿并提供意见。

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出版说明



高职高专教育是我国高等教育的重要组成部分,其根本任务是培养生产、建设、管理和服务第一线需要的德、智、体、美全面发展的应用型专门人才,所培养的学生在掌握必要的基础理论和专业知识的基础上,应重点掌握从事本专业领域实际工作的基础知识和职业技能,因此与其对应的教材也必须有自己的体系和特点。

为了适应我国高职高专教育发展及其对教育改革和教材建设的需要,在教育部的指导下,我们在全中国范围内组织并成立了“全国高职高专教育精品规划教材研究与编审委员会”(以下简称“教材研究与编审委员会”)。“教材研究与编审委员会”的成员所在单位皆为教学改革成效较大、办学实力强、办学特色鲜明的高等专科学校、成人高等学校、高等职业学校及高等院校主办的二级职业技术学院,其中一些学校是国家重点建设的示范性职业技术学院。

为了保证精品规划教材的出版质量,“教材研究与编审委员会”在全国范围内选聘“全国高职高专教育精品规划教材编审委员会”(以下简称“教材编审委员会”)成员和征集教材,并要求“教材编审委员会”成员和规划教材的编著者必须是从事高职高专教学第一线的优秀教师和专家。此外,“教材编审委员会”还组织各专业的专家、教授对所征集的教材进行评选,对所列选教材进行审定。

此次精品规划教材按照教育部制定的“高职高专教育基础课程教学基本要求”而编写。此次规划教材按照突出应用性、针对性和实践性的原则编写,并重组系列课程教材结构,力求反映高职高专课程和教学内容体系改革方向;反映当前教学的新内容,突出基础理论知识的应用和实践技能的培养;在兼顾理论和实践内容的同时,避免“全”而“深”的面面俱到,基础理论以应用为目的,以必需、够用为尺度;尽量体现新知识和新方法,以利于学生综合素质的形成和科学思维方式与创新能力的培养。

此外,为了使规划教材更具广泛性、科学性、先进性和代表性,我们真心希望全国从事高职高专教育的院校能够积极参加到“教材研究与编审委员会”中来,推荐有特色的、有创新的教材。同时,希望将教学实践的意见和建议及时反馈给我们,以便对出版的教材不断修订、完善,不断提高教材质量,完善教材体系,为社会奉献更多更新的与高职高专教育配套的高质量教材。

此次所有精品规划教材由全国重点大学出版社——北京交通大学出版社出版,适应于各类高等专科学校、成人高等学校、高等职业学校及高等院校主办的二级技术学院使用。

全国高职高专教育精品规划教材研究与编审委员会

2008年3月

总 序

历史的年轮已经跨入了公元 2008 年,我国高等教育的规模已经是世界之最,2005 年毛入学率达到 21%,属于高等教育大众化教育的阶段。与此相对应的是促进了高等教育举办者和对人才培养的多样化。我国从 1999 年高校扩大招生规模以来,经过了 8 年的摸索和积累,当我们回头看时,发现在我国高等教育取得了可喜进步的同时,在毕业生就业方面,部分高职高专院校的毕业生依然稍显不足。近几年来,与本科毕业生相比较,就业率落后将近 20 个百分点,不得不引起我们的思考与重视。

是什么导致高职高专院校的学生就业陷入困境?是什么破坏了高职高专院校的人才培养机制?是哪些因素使得社会给高职高专学生贴上了“压缩饼干”的标签?经过认真分析、比较,我们看到各个高职高专院校培养出来的毕业生水平参差不齐,能力飘忽不定,究其根源,不合理的课程设置、落后的教材建设、低效的教学方法可以说是造成上述状况的主导因素。在这种情况下,办学缺乏特色,毕业生缺少专长,就业率自然要落后于本科院校。

新设高职类型的院校是一种新型的专科教育模式,高职高专院校培养的人才应当是应用型、操作型人才,是高级蓝领。新型的教育模式需要我们改变原有的教育模式和教育方法,改变没有相应的专用教材和相应的新型师资队伍的现状。

为了使高职院校的办学有特色、毕业生有专长,需要建立“以就业为导向”的新型人才培养模式。为了达到这样的目标,我们提出“以就业为导向,要从教材差异化开始”的改革思路,打破高职高专院校使用教材的统一性,根据各高职高专院校专业和生源的差异性,因材施教。从高职高专教学最基本的基础课程,到各个专业的专业课程,着重编写出实用、适用高职高专不同类型人才培养的教材,同时根据院校所在地经济条件的不同和学生兴趣的差异,编写出形式活泼、授课方式灵活、引领社会需求的教材。

培养的差异化是高等教育进入大众化教育阶段的客观规律,也是高等教育发展与社会发展相适应的必然结果。也只有使在校学生接受差异性的教育,才能充分调动学生浓厚的学习兴趣,才能保证不同层次的学生掌握不同的技能专长,避免毕业生被用人单位打上“批量产品”的标签。只有高等学校培养有差异性,毕业生才能够有特色,才会在就业市场具有竞争力,才会使高职高专的就业率大幅提高。

北京交通大学出版社出版的这套高职高专教材,是在教育部“十一五规划教材”所倡导的“创新独特”四字方针下产生的。教材本身融入了很多较新的理念,出现了一批独具匠心的教材,其中,扬州环境资源职业技术学院的李德才教授所编写的《分层数学》,教材立意很新,独具一格,提出以生源的质量决定教授数学课程的层次和级别。还有无锡南洋职业技术学院的杨鑫教授编写的一套《经营学概论》系列教材,将管理学、经济学等不同学科知识融为一体,具有很强的实用性。

此套系列教材是由长期工作在第一线、具有丰富教学经验的老师编写的，具有很好的指导作用，达到了我们所提倡的“以就业为导向培养高职高专学生”和因材施教的目标要求。

教育部全国高等学校学生信息咨询与就业指导中心择业指导处处长
中国高等教育学会毕业生就业指导分会秘书长

曹 殊 研究员

前 言

随着我国改革开放的不断深入以及我们加入 WTO 后与世界各国交流的日益频繁,越来越多的外国游客和商人来到中国这一东方古老而充满神奇色彩的国度,同时,旅游、饭店服务也成为我国的重要经济产业。旅游、饭店的涉外服务语言迫切需要规范化,本书就是针对服务业的从业人员的渴求而编纂的一本实用快捷的饭店英语教材。

为了给学生提供更为实用有效并紧跟时代潮流的帮助,编者结合多年教学过程中累积的经验,以及对星级酒店的实地考察中获得的信息,认真参考业内专家的意见编写了这本书。

本书的 14 个单元涵盖了前厅、餐厅、客房、康乐中心、购物中心、投诉处理等酒店部门各岗位常用的相关服务用语。为了确保本书中英语的正确性和实用性,我们还特意邀请了外籍教师为我们审稿并提供意见。

本书体现了鲜明的时代特色,与时代的步伐紧紧相扣,对以往的教材进行了大胆的改革和创新,补充了新的内容,注重服务内容、程序及范围的标准性,符合语言教学规律,适用于即将进入星级酒店工作的职业院校的学生或饭店员工的在职培训。本书配有 CD。

本书由郑州旅游职业学院张贺玲、吴皓两位老师担任主编。具体写作分工为:第五、六、十四单元由张贺玲老师编写;第一、三、四、七、八单元由吴皓老师编写;第二单元由郑州旅游职业学院张祎老师编写;第十、十三单元由郑州旅游职业学院王萍老师编写;第九单元由郑州旅游职业学院张武平老师编写;第十一单元由河南经贸职业学院王君华老师编写;第十二单元由郑州旅游职业学院李蔚老师编写。

本书的编写本着实用的原则力求完美,着力于为即将从事或正在从事饭店行业的人士提供最前沿的信息和最有效的帮助,但由于种种原因,仍难免有所欠缺,敬请广大师生和读者批评指正。

编 者
2008 年 3 月

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Unit 1 Advance Reservation



Preparatory Work

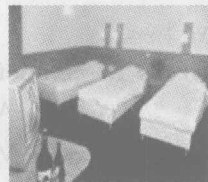
Match the word or words with the relevant picture.



A



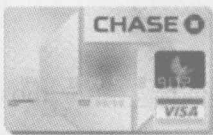
B



C



D



E



F

1. lobby _____
2. traveler's check _____
3. twin room _____
4. suite _____
5. credit card _____
6. triple room _____



Listening In

1. Listen to the tape and complete the dialogues.

Dialogue One An FIT Reservation

- A: Operator B: Guest C: Reservationist
- A: Jinjiang Hotel. Operator. Can I help you?
- B: I'd like to book a room at your hotel.
- A: Just a moment, please. I'll put you _____ to the Front Desk.
- C: Good morning! Reservations. May I help you?
- B: This is John Davis calling from New York. I'd like to reserve a double room.
- C: For which dates?
- B: From Oct. 22nd to 28th.
- C: Thank you, Mr. Davis. Do you have any special needs?
- B: Yes, my wife is _____. Do you have facilities for the disabled?
- C: Yes, sir. We have special bedrooms with a wide door into the bathroom, which is _____ with convenient washing and toilet facilities. Besides, there're no steps between the street and the entrance to the hotel. There is a special elevator from the car park to the ground floor, and elevators are all wide enough to take a wheelchair.





B: That's good.

C: Well, you need a double room for the disabled from Oct. 22nd to 28th.

B: You are right. What's the room rate?

C: 80 dollars per night, including breakfast.

B: OK. What shall I do if I wish to _____ my reservation?

C: I'll just need your credit card number, and I'll take care of the rest.

B: AE card. No. 1700 3022 7776 2086, _____ date 12/28/2008.

C: Thank you, Mr. Davis. You are expected to be here then. Thank you for calling.

B: Thank you. Bye-bye.

Dialogue Two A Group Reservation

A: Reservationist B: A frequent guest

A: Good morning, Mr. Brown. May I help you?

B: Yes, please. My colleagues will be visiting Shanghai at the end of this month. I'd like to book 13 double rooms with twin beds for eight days.

A: When for?

B: From November 23rd to 30th.

A: One moment, please. I'll check the _____ for those days. Yes, we can _____ double rooms for eight days.

B: What's the _____ this time?

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

B: That'll do.

A: How are you going to pay?

B: My company will cover all the _____ with our voucher.

A: Very well. Please tell me their flight number and arriving time, so that our airport representative can arrange _____ service.

B: OK. Flight MU 600, arriving Pudong International Airport at 3:00 p. m. Beijing time.

A: Thank you for your reservation. Goodbye.

B: Thank you. Goodbye.

2. Decide whether the following statements are true (T) or false (F) according to Dialogue One An FIT Reservation.

1) Mr. John Davis needs a double room for the disabled from Oct. 25 th to 28 th.

2) The room rate is 80 dollars per night, including breakfast.

3) Mr. Davis pays the deposit in advance to guarantee the reservation.

3. Answer the following questions briefly according to Dialogue Two A Group Reservation.

1) When Mr. Brown says he would like to book 13 double rooms with twin beds for eight days, why does the reservationist ask Mr. Brown to wait for a moment?

2) What's the discount this time?

3) How is Mr. Brown going to pay?





Useful Expressions for Advance Reservation & Operator Service

1. Offering operator service

Good afternoon. Great Wall Hotel. This is the operator. May I help you?

May I have your name and room number, please?

For room-to-room calls, please dial the room number directly. There is no charge for house calls. For calls inside the city, please dial 9 first and then the number.

For calls outside the city, please dial 0 and then the area code and the number.

If you would like to make an international call, you may call directly from your room.

The country codes are listed in the Service Directory in your room. Please dial 300 before the country code and then dial the area code and the number.

I'm sorry. Nobody answered. May I take a message?

At what time do you need the morning call?

2. Finding out what the client wants

What kind of room would you like (prefer)?

Would you like a room with a front view or rear view?

Would you like a room with bath or shower?

Just a moment. Let me check if there's a room available.

3. Accepting or refusing a booking

It's all right for the 18th, but not the 19th.

I can book you a single room for the 18th and 19th.

Unfortunately we're booked solid, but I could contact other hotels for you.

I'm sorry we are fully booked on these dates. Would you change your reservation on other dates?

Would you like us to put you on our waiting list and call you in case we have a cancellation?

We don't have any single rooms available. Would you mind having a double room instead?

4. Giving information about prices and telling the guest how to get to the hotel

For a single room, the price would be \$80 per night, with a 15% service charge.

We offer 10% discount for group reservation, sir.

We will need an advance deposit of \$200.

Our hotel is located in the center of the city. We offer free shuttle service to and from downtown at regular intervals of 15 minutes.

Take the Airport Bus Line No. 4 and it will take you directly to the hotel.

5. Getting necessary information from customers

May I have your name, please?

Who's the reservation for?

What's your occupation, please?





What's your nationality, please?

What's your address in your native country, please?

Could I have the airline flight number and arrival time? Our airport representative will meet you at the airport.

What time will you be arriving?

When for?

How many guests will there be in your party?

How long do you plan to stay?

Are you going to pay in cash or by credit card?

How are you going to pay?



Speaking out

Dialogue One Fully Booked

A : Reservationist

B: Guest

A: Shanghai Hotel. May I help you?

B: Yes, I'd like to book a room from Tuesday to Sunday this week.

A: I'm sorry, sir. We are fully booked on those dates. Would you like us to put you on our waiting list and call you in case we have a cancellation or would you change your reservation on other dates?

B: I'm afraid not.

A: Perhaps I could contact other hotels for you.

B: That'd be very nice of you.

A: What kind of room would you prefer?

B: A suite, please.

A: OK. Please leave me your phone number, and I will let you know their room availability as soon as possible.

B: You've been most helpful, thanks.

A: You are welcome.

Dialogue Two Revising the Reservation

A: Reservationist

B: Guest

A: Good afternoon. Reservations. Li Yang speaking. May I help you?

B: Good afternoon. I'm the secretary of general manager of the Far East Company. I've booked two rooms from next Wednesday to Friday for Mr. And Mrs. Wilson and their two daughters. I'm calling to revise the reservation I made yesterday.

A: Yes, madam. Let me have a check. Here you are. You booked two deluxe doubles for the Wilsons from December 11th to 13th. How would you like to change it?

B: Last night I was told that their daughters wouldn't come with them.

A: You mean you will cancel one deluxe double?





B: Yes. One more thing, they want to stay one more day, till Saturday.

A: A deluxe double from December 11th to 14th for Mr. and Mrs. Wilson. Am I correct?

B: Right. Sorry to have caused you such trouble.



New Words & Expressions

reservation /ˌrezə'veɪʃən/ *n.* (旅馆房间等) 预订

reservationist /ˌrezə'veɪʃənɪst/ *n.* (旅馆房间等) 预订员

lobby /'lɒbi/ *n.* 大堂

triple /'tripl/ *adj.* 三倍的

FIT 自由行 (境外) 散客

disabled /dɪs'eɪb(ə)ld/ *adj.* 伤残的

rate /reɪt/ *n.* 价格, 费用

entrance /entrəns/ *n.* 入口处

elevator /'elɪvətə/ *n.* 电梯

guarantee /ˌgærən'ti:/ *vt.* 保证

expiration /ˌekspraɪ'reɪʃən/ *n.* 信用卡截止有效日期

colleague /'kɒli:g/ *n.* 同事

availability /ə'veɪlə'bɪləti/ *n.* 可用性

confirm /kən'fɜ:m/ *vt.* 确认

cover /'kʌvə/ *vt.* 足以支付; 够付

expense /ɪk'spens/ *n.* 费用, 开支

voucher /'vaʊtʃə(r)/ *n.* 凭证, 单据

representative /ˌreprɪ'zentətɪv/ *n.* 代表

flight /flaɪt/ *n.* 飞机的航班

contact /'kɒntækt/ *vt.* 联系

revise /rɪ'vaɪz/ *vt.* 修改

deluxe /dɪ'lʌks, dɪ'lʊks/ *adj.* 豪华的

cancel /'kænsəl/ *vt.* 取消

traveler's check 旅行支票

put... through 给……接通电话

Front Desk 前台

be equipped with 装备

waiting list 候客单

general manager 总经理

Notes

1. FIT, 即 Free (Foreign) Independent Traveler, 自由行 (境外) 散客, 通常只需要住宿服务。

2. Reservations/Advance Reservation 预订部

