

Hotel Oral English Corpus

酒店英语口语大全



 **附赠MP3**
光盘1张

曹军毅 主编



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· 北京 ·

本书以酒店的一线服务职能部门为单位,共列有九个篇章。每个篇章中又以其职能或岗位分为54单元。每个单元按流程设定为若干基本情景,为了实现英语语言与文化语境相结合的效果,考虑到使用者英语水平参差不齐,本书在每单元第一部分“基本用语”中采用了中英文双语对照的方式,并在第二部分“情景对话”里,给予了具体语言环境中的对话用语。在每个单元的第三部分采用了“词语替换”的形式,将典型语句和常用词汇、短语结合在一起,给予使用者更大的、举一反三的空间。

本书不仅是酒楼、宾馆等涉外行业工作人员的得力助手,也是旅游酒店专业学生提高英语水平的良师益友,同时也是广大英语爱好者拓宽知识面,提高英语运用能力的重要参考。

为便于读者学习和使用,本书还配有纯正的英语配音光盘。

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前言

FOREWORD

旅游越来越成为各国和各级政府重视的服务性产业。随着中国经济的发展,这片古老而神奇的土地越来越强烈地引起外国客人的好奇和兴趣。中国成功加入 WTO,为海外客商提供无限商机的同时,也为中国的旅游业开拓了新的市场。2008 年北京奥运盛会,2010 年上海世界博览会,更为中国的旅游业开创了灿烂的前景。宾馆饭店作为旅游服务的支柱产业,作为文明古国的现代窗口,其规范化的语言,尤其是涉外饭店的英语服务,将首先成为外国客人认识中国、了解中国的评价标准。因此,宾馆饭店的英语学习,则是我们亟待解决的必要而又迫切的任务。

我们编写《酒店英语口语大全》,是为了给广大从业人员,提供一套相对完整,而又不同于一般英语词典或英语教材体系的专业英语语言系列。它以饭店的一线服务职能部门为单位,共列有九个篇章。在九个篇章中又以其职能或岗位分为 54 单元。每个单元按流程设定为若干基本情景,每个情景大多为一组对话。这就是本书的出发点,不以词为单位,更不以篇章为单位,而以具体的语言情景中的对话为单位,便于学习者掌握具体的词汇和语句。为了实现英语语言与文化语境相结合的效果。考虑到使用者英语水平参差不齐,本书在每单元第一部分“基本用语”中采用了中英文双语对照的方式,并在第二部分“情景对话”里,给予了具体语言环境中的对话用语。在每个单元的第三部分采用了“词语替换”的形式,将典型语句和常用词汇、短语结合在一起,给予使用者更大的、举一反三的空间。

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本书还配有纯正的英语配音 MP3 光盘,以供使用者模仿或训练

听力。外籍专家 Shannon M'Clellan, F 和 Karl Swanson, M 给对话部分做了录音, 张倩倩老师和曹军毅老师给基本用语部分做了录音。

在编写过程中, 参考了大量文献和相关资料, 并得到江苏省教育国际交流服务中心热情的帮助, 美国专家 Thomas Wallis 给本书提出了宝贵的意见, 在此表示诚挚的谢意!

全体编者力求严谨, 由于编者水平有限, 如有疏漏, 希望专家、学者和读者不吝赐教。

编者

2008年6月

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Part One

礼宾服务

Unit 1 Good Manners

礼貌用语

Primary Sentences 基本用语

Greetings 问候语

1. Good morning, sir. Glad to meet you.
早上好, 先生。很高兴见到你。
Good morning. Glad to meet you too.
早上好, 见到你很高兴。
2. Good afternoon, ma'am. How are you?
下午好, 女士。您好吗?
Good afternoon. Fine, thank you.
下午好。我很好, 谢谢。
Welcome here. I wish you a most pleasant stay in our hotel.
欢迎来到这里。希望您在我们酒店住得愉快。

On telephone 电话用语

1. Hello, this is White's Hotel, Front Desk. What can I do to help you?
你好, 这里是怀特酒店的前台。请问您需要什么帮助?
Hello. I want to speak to Mr. Louise in Room 708.
你好, 我想找 708 号房的路易斯先生。
Just a minute, please.
请稍等。
2. Sorry, Mrs. Brown is not in at the moment. Would you like to leave a message?

不好意思，布朗太太现在不在。您需要留个口信吗？

Just tell her Alison Burch called. Ask her to call me back.

就告诉她艾莉森·伯奇带电话给她了。叫她回电话。

Pardon. Your name again please.

请再讲一遍您的名字。

Burch. B-U-R-C-H.

伯奇。B-U-R-C-H.

Apology 道歉语

1. I must tell you I am not satisfied with your service. I have been waiting for nearly ten minutes and no one came to take my order.
我得告诉你我对你们服务很不满意。我等了几乎十分钟都没人来给我点菜。

I am terribly sorry for that. It is all our fault. I assure you it won't happen again.

我十分抱歉。这一切都是我们的错。我保证此类事情不会再发生。

2. Look at my dress! This has been ruined in the laundry.

看看这条裙子。洗衣服的时候全毁了。

I'm very sorry to hear that. My sincere apology for that. Our hotel would take full responsibility, paying ten times of the laundry as compensation.

我非常抱歉。我为此向您真诚得道歉。我们酒店会负全责，赔偿您洗衣费的十倍价格。

Direction 指路

1. Excuse me. Could you be kindly enough to tell me where the restroom of this floor is?

不好意思。能否请你告诉我这层的洗手间在哪里？

Go along this side, take the first turning on the left, and turn right on the corner.

一直走，在第一个路口向左，然后在角落右转。

You lost me.

你让我听糊涂了

This way please. I will lead you there.

请这边走。我带您去。

2. I'm sorry, but do you know where the nearest ATM is?

对不起，你知道最近的自动取款机在哪里吗？

We have got one in our hotel. It's in the lobby near the main entrance. You can see it when you get off the elevator.

我们酒店里就有一个。就在大厅靠主入口的地方。您一下电梯就能看到。

Thank you for your help.

谢谢你的帮助。

Situation Dialogue 情景对话

Dialogue A

A: Good afternoon, Swan Hotel Front Desk. What can I do for you?

B: Good afternoon. I'd like to speak to Miss Mitchell. If I haven't got mistaken, she is in Room 2101.

A: Miss Mitchell in Room 2101. OK, wait a minute please.

(After a while)

A: I am sorry to tell you that Miss Mitchell is not available now. Would you like to leave a message?

B: Oh, that's too bad. Just tell her Joanna called. She will know who I am. Ask her to call me at my cellphone anytime she is free.

A: OK. Does she know your number?

B: Yes. Thank you very much.

A: My pleasure. Good-bye.

Dialogue B

A: Excuse me. Would be kindly enough to tell me where I can buy some souvenirs?

B: There is a shop on the ground floor by the elevators. It sells all

kinds of souvenirs, especially those in Chinese style.

A: I see. By the way, where can I withdraw cash? Is there an ATM in the hotel?

B: Of course, sir. This is an ATM in the lobby, just at the end of the corridor.

A: Thank you.

B: You are welcome.

Pattern Drills 词语替换

- | | | | | |
|---------|------------------------------------|------------|--|--------------------|
| 1. Good | morning.
afternoon.
evening. | I hope you | are enjoying
will enjoy
have enjoyed | your stay with us. |
|---------|------------------------------------|------------|--|--------------------|

2. Hello, White's Hotel Front Desk. Can I help you?

I would like to speak to Mrs. Lynch in Room 804.

Just a minute, please.

I'm sorry Mrs. Lynch is not in at the moment, would you like to leave a message?

3. My sincere apology. I promise you such things would never happen again.

Come this way, please.

Go left/right at the first turning.

4. It's in the lobby near the main entrance. You may see it the minute you get off the elevator.

It's in the basement at the end of the corridor.

Unit 2 Baggage Services

行李服务

Primary Sentences 基本用语

At the hotel gate 饭店门口

1. Welcome to Jinling Hotel. Have you got any baggage?
欢迎光临金陵饭店。请问您行李在哪里?
It's in the taxi trunk.
在出租车行李箱里。
2. You've got altogether two pieces of baggage. One is big leather bag. Another is big suitcase. Am I correct?
您总共有两件行李, 一个是皮包, 一个是箱子, 是吗?
Yes. Thanks.
是的, 多谢了。
3. The reception desk is straight ahead. I'll send your baggage to your room when I am informed the room number.
接待处就在前面。您的房间号告诉我以后, 就将您行李送到您房间。
Thank you.
谢谢。

Carry the baggage 搬运行李

1. Are these your baggage? May I take them for you?
这些是您的行李吗? 我来帮您拿好吗?
Yes. Many thanks.
是的。十分感谢。
2. So you have got altogether four pieces of baggage?
您一共带了 4 件行李, 是不是?
Yes. A little bit heavy. Can you help me?
是的, 有点重。能帮我拿一下吗?
3. How many pieces of baggage do you have?

你一共有几件行李?

I have got altogether four pieces of baggage.

一共 4 件。

4. Excuse me. Which one is your bag?

请问哪个是你的包?

The one in red.

那个红颜色的。

Other services 其他

1. How long will you leave the luggage here?

你的包会在这里存多久?

For half an hour.

半小时。

2. I can't find my baggage.

我找不着行李了。

Don't worry. Let's have a check.

别着急。我们一起检查一下。

Situation Dialogue 情景对话

Dialogue A

A: Good morning, madam. Welcome to Kaiyue Hotel.

B: Good morning.

A: May I help you with your luggage, madam?

B: Yes, please!

A: Please Just a moment; I'll get a luggage cart. Madam... Thank you for waiting. I'll show you to the front desk. This way, please.

B: Thank you!

A: You're welcome.

Dialogue B

A: Madam. May I have your room card, please?

B: Yes. Here you are.

A: Thank you. Your room is on the 10th floor. This way please...

(take a elevator). Your room is here, after you (go into the room).

B: Thank you very much.

A: Not at all. Where would you like me to put your luggage.

B: Anywhere. If you like.

A: Please check it. Is it the right number of your luggage?

B: Oh, Yes, It's very correct. There's something for you.

A: It's very kind of you. But we can't accept tips. Thank you all the same. Please enjoy your stay, Good-bye.

B: Good-bye.

Dialogue C

A: Good evening, sir and madam. Welcome to our hotel.

B: Thanks. Good evening.

A: (Opening the trunk, taking out the baggage and looking at the name on the baggage tags.) I'm the doorman, sir. So you have got altogether four pieces of baggage?

B: Er. Maybe five?

A: Five? Oh, sorry. Let me have a check again.

B: Oh, no, what a poor memory I have! I've got only four. (To A) Sorry, boy. You're right. Four pieces.

A: Never mind, sir. The Reception Desk is straight ahead. After you, please.

B: Yes, thank you.

Dialogue D

A: Welcome to our hotel.

B: Thanks. My luggage is coming. May you help me?

A: Sure. How many do you have?

B: I have got altogether four pieces of baggage.

A: I will bring them to your room. Your room number please?

B: Room 320. Thank you very much.

A: You are welcome.

Dialogue E

A: Good afternoon.

B: Good afternoon. Sir, here are your bags.

A: Thanks a lot.

B: Please have a check. There are five in all.

A: That's right.

B: Sign your name here, please!

(Guest signs his name.)

A: This is the tip.

B: In our hotel we don't accept tips. Thank you all the same.

A: Many thanks again.

B: My pleasure. Bye.

Pattern Drills 词语替换

1. Would you help me with my

bags?
baggage?
luggage?
2. I cannot find my

luggage.
Bags.
baggage

 Can you help me?
3. What is

your room number?
your luggage like?
the colour of your luggage?

Unit 3 Car Services

汽车安排

Primary Sentences 基本用语

Guest waiting for a car 客人等车

1. Where shall I take you?

你想去哪?

I'd like to Confucius Temple.

我想去夫子庙。

2. Single or round trip, please?

请问是单程还是往返?

Single.

单程。

3. What time do you want the car?

您几点用车?

At 8 tomorrow morning.

明天早上 8 点。

4. Where and when shall I meet you?

我要在什么地方和时间等你啦?

I'll pick you up in front of the hotel at 8 am.

我会在明天早上 8 点在宾馆门口接你。

5. Shall I pay for the bus?

我要付车费吗?

No, our hotel bus is free of charge for guests staying in our hotel.

不需要, 我们接送车是免费提供给酒店住客的。

6. How far is the airport?

机场有多远?

It's about 10 kilometres from the airport to our hotel. It takes 20 minutes by car.

从机场到酒店大约 10 公里, 乘车需要 20 分钟。