



高等职业教育“十一五”规划教材



旅游与酒店管理系列

酒店实用英语

Practical English for
Hotel Service

● 主编 杨柳 张艺

华南理工大学出版社



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· 广州 ·

内 容 简 介

本教材以一位商务客人为主角,以整体化的情景模式出现,全书基本为一个贯穿始终的故事,学习者能明显地体验到本书的全局性和节节相扣、章章相连的完整性。每章内容包括导入(Lead in)、情景对话(Situational Dialogue)及补充对话(Supplemental Dialogue),对话注重实用性,紧紧围绕酒店中与顾客接触的一线部门的每个环节展开。此外,还设计了服务要点词句、练习(Practices)、知识拓展(Learning More)等。本教材不仅旨在提高酒店从业人员的英语运用水平,同时着力于为旅游酒店管理专业的学生打好坚实的专业英语基础,提高其运用英语与酒店顾客沟通的能力。突出以“实用为原则,必须够用为度”,强调实用性、口语性、技能性。

本教材可供高职高专院校酒店、旅游及相关专业的在校生使用,也可作为旅游企事业单位从业人员加强个人英语会话水平和沟通能力的教材或读物。

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前言

本书的 Situational Dialogue 部分以一位商务客人为主角，以整体化的情景模式出现，全书基本为一个贯穿始终的故事，学习者能明显地体验到本书的全局性和节节相扣、章章相连的完整性。体例上以 Chapter 为章节，下设与章节相关的酒店各营运部门为 Unit 单元，每个 Unit 由以下几部分组成：导入 (Lead in) ——作为各 Unit 之间的承上启下环节，不仅联系了前面章节而且对本章节的内容进行有效的引导；情景对话 (Situational Dialogue) 及补充对话 (Supplemental Dialogue) ——注重实用性，紧紧围绕酒店中与顾客接触的一线部门的每个环节展开，对话为典型的、生动地道的和在酒店服务过程中较普遍的语句，每篇对话有一个主题，内容精练且在具体工作中使用率高。此外，就对话中出现的重点单词直接给予提示 (Notes)，便于学生在学习对话的过程中及时、准确地掌握常用词语；服务要点词句 (Useful Phrases and Sentences for Service) ——给出本章节所涉及的常用词组和实用句型，使学生有更多可借鉴的模版，以便下一阶段的强化练习；练习 (Practice) ——为本书的亮点，在练习的设计上突出实用性、多样性、课堂练习的可操作性以及练习难度的循序渐进性，练习的训练重点始终围绕该章节的主题和核心语言能力要求，同时也可让学习者有进一步自我提高的空间；知识拓展 (Learning More) ——介绍一些国际酒店方面的知识，行文易懂且具有很强的提升性，有助于学生的自我拓展学习。附录 (Appendix) 中有酒店管理组织结构图，餐饮摆位中常用器具的中英文名称及图标，常用餐饮及菜品词汇，酒店标志用公共信息图形符号及中英文对照，国内主要的航空公司及代号等。

本教材不仅旨在提高酒店从业人员的英语运用水平，同时着力于为旅游酒店管理专业的学生打好坚实的专业英语基础，提高其运用英语与酒店顾客



沟通的能力。作为高职教材，编者始终突出以“实用为原则，必须够用为度”，强调实用性、口语性、技能性，在场景的编排上考虑更全面，涉及酒店的所有面客部门和环节，练习的设计逐层递进，让学习者在多背景、多情景下不断地练习，深信“Practice Makes Perfect”。本教材可供高职高专院校酒店、旅游及相关专业的在校生使用，也可作为旅游企事业单位从业人员加强个人英语会话水平和沟通能力的教材或读物。

此外，需明确指出的是，专业词汇的积累需要学习者在日常的学习和工作过程中逐渐积累。另外，学习者也可通过网络来搜索酒店服务中涉及的词汇，如酒店业通用缩略语、各餐具名称、中西餐常见菜名、水果名称、酒店公共场所图文及符号等。本书为了控制篇幅，减少读者的购书压力，在附录中不再出现过多的词汇综合表，还望学习者不断收集和总结。

在编写的过程中，我们得到各院校专业教师的鼎力支持，并参考了大量的酒店文献以及相关书籍，在此一并表示感谢！全体编者力求完备审慎，但由于编者的水平有限，如有疏漏，希望专家、学者和读者不吝指正。

编 者

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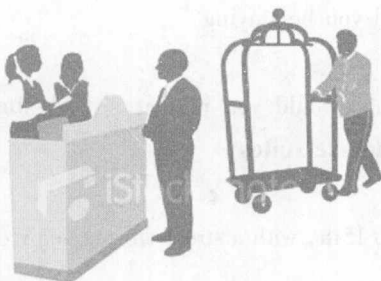
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Chapter One Front Office



- Unit 1** Room Reservation 客房预订
- Unit 2** Reception 登记入住
- Unit 3** Bell Service 礼宾服务
- Unit 4** Switchboard 总机服务
- Unit 5** Business Center 商务中心
- Unit 6** Dealing with Complaints 处理投诉
- Unit 7** Check-out 结账退房

Unit 1 Room Reservation

Lead-in

The hospitality industry generally has four components: food, lodging, recreation and travel-related services. The Front Office is judged as the “mirror of hotel” in modern hotel. The Front Office staff seem to “do it all” —receive reservations, register guests, assign rooms, distribute baggage, store guests’ valuables, provide information, deliver mails and messages, check room occupancies, check guests out and so on. In order to fulfill these tasks, the staff must have a neat and smart appearance, good manners, knowledge of languages, adaptability, easy familiarity and sociability, moreover, be familiar with all the facilities of the hotel. The most important of all the qualities is a real liking for people and a warm desire to help them.

Reservation clerks keep the guests’ information and fill in the reservation card which basically includes the following information: guest name (name of group or code), contact name, telephone number, room type and number of rooms, number of guests, nationality, arrival date, departure date, length of stay, discount and payment, cut-off time (订房入住当天的保留时间).

All in all, every employee should keep in mind that the hotel will enjoy greater financial success only with greater satisfaction the guests receive from the “home away from home”.



Situational Dialogue

R: Receptionist

G: Mr. Eric Gates

R: Good morning, Shangri-la Hotel. What can I do for you?

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

R: Thank you, sir. From which date and how long will you be staying?

G: From June 11th to 15th.

R: From June 11th to 15th ... And what kind of rooms would you prefer, sir? A **single room, a double room, a twin room, suites or deluxe suites**?

G: A twin room, please.

R: That's fine, sir. A twin room for Friday, June 11th to 15th, with a street view or sea view?

G: What's the price difference?

R: A twin room with a street view is 80 dollars per night, one with a sea view is 90 dollars per night.

G: I think I'll take the one with a sea view then.

R: Could you please hold on? I'll check our **vacancies** for those days. (*After a while*) Thank you for your waiting, sir. We do have a twin room at \$90 per night for those days, will that be all right?

G: OK. I'll take that.

R: May I have your name and your telephone number, please?

G: Yes, my name is Eric Gates and my cellphone number is 13377350001.

R: Mr. Eric Gates, cellphone number is 13377350001 ... Excuse me, how to spell your **family name**?

G: It's G-A-T-E-S.

R: Thank you, Mr. Gates. For the **unguaranteed reservation**, we can only hold the room by 6 pm, because it is the **peak season** now. If you make a **guaranteed reservation**, we can hold the room overnight. Would you like to make a guaranteed reservation by credit card?

G: No, I will be there before then.

R: Thank you very much, Mr. Gates. That's all **settled** then and we look forward to seeing you on Friday.

G: Thank you and goodbye.

R: Goodbye.



Notes:

a single room, a double room, a twin room, suites or deluxe suites 单人间, 大床间, 双床间, 套房, 豪华套房
 vacancy unoccupied accommodation 空房
 family name 姓
 unguaranteed reservation 非担保预订
 peak season 旺季
 guaranteed reservation 担保预订
 settle arrange sth. finally or satisfactorily 安排妥当

 **Supplemental Dialogue 1**

R: Receptionist

G: Guest

- R:** Good afternoon, Room Reservations. Can I help you?
- G:** Yes, I'd like to book ten single rooms for an American business delegation (考察团) who will be visiting Guangzhou at the end of this week.
- R:** Very well. When will you arrive?
- G:** That will be Friday.
- R:** Friday is 22nd, then how long will you be staying?
- G:** We'll be leaving on Sunday morning.
- R:** One moment please, let me check ... (*The reservationist checks the list*) Yes, we have ten single rooms **available** for those dates.
- G:** What is the rate, please?
- R:** The **current rate** is \$60 per night.
- G:** Is there a special rate for a group reservation?
- R:** Yes, there is a **10 percent discount**.
- G:** That sounds good. What services will come with that?
- R:** We service each room a free breakfast, including **service charge**. And we've got DDD system (Domestic Direct Dial) in our hotel, that's also free of charge.
- G:** OK.
- R:** Could you tell me your name, sir, please?



G: Yes, it is John Brown.

R: What about your telephone number?

G: (010) 8264-9716. By the way, could you arrange these ten rooms on the same floor if that is possible.

R: Well, we will try to meet your requirement. And I'd like to **confirm** your reservation. Ten single rooms for Mr. Brown at \$54 each room per night from 22nd to 24th. Is that correct?

G: Exactly.

R: Thank you very much, Mr. Brown. We look forward to serving you.

G: Thank you and goodbye.

R: Goodbye.

Notes:

available 空的, 可使用的

current rate 现价, 牌价

10 percent discount 打9折。又如: 35% discount 译为打6.5折

service charge 服务费

confirm 确认

 **Supplemental Dialogue 2**

C: Clerk

G: Guest

C: **Advance Reservations.** Can I help you?

G: Yes. I have reserved a room from March 15th to the noon of 18th online and paid the rent through **personal internet banking**. But now I'm going to Shenzhen for some urgent business on March 13th and I'll be at your hotel in a week. Can I stay in the same room which I've paid for the other three days?

C: Generally it's impossible, sir. But we'll take your exceptional case into consideration. Wait a moment please, let me check the recent reservations.

G: I'm sorry to have put you to trouble.

C: It doesn't matter. Well, we have taken a note of that. Please confirm the **specific date** by telephone or fax the day before you come.

G: Thank you so much.



C: We try our best to be of service, sir.

Notes:

Advance Reservations. 这里是预订部。
personal internet banking 个人网上银行
specific date 具体时间
We try our best to be of service. 尽我们的能力为您效劳。

Useful Phrases and Sentences for Service

Phrases:

arrival time 到达时间	be located in / at 位于
minimum price 最低价格	off / low / slack season 淡季
service charge 服务费	block / group booking / reservation 大批/团体订房

Sentences:

1. Just a moment, please. I'll check if there's a room available. / Could you hold the line, please? I'll check our room availability.
请稍等, 我查一下是否有空房。
2. How many guests will there be in your party?
您一行有多少人?
3. What time do you expect to arrive? / Which date would that be?
您打算什么时间入住?
4. What kind of room would you prefer?
您想要什么样的房间?
5. A standard room RMB 850 per night, with 10% tax and a 10% service charge. We offer special rates for your company. For a standard room, there is a 30% discount.
标准间每晚 850 元人民币, 外加 10% 的税金和 10% 的服务费。我们酒店为贵公司提供特价。标准间可以打 7 折。
6. I'm afraid we have no twin room available. Would you mind a suite instead? Or is it possible for you to change your reservation date?
我们恐怕没有空余的双床间了。您介意改订套间吗? 或者您可不可以改变预订日期呢?
7. We'll book you into a room with balcony / a Queen-size bed / a King-size bed from the 6th



to 8th this month.

我们会为您在本月的6日到8日预订一间有阳台/大号床/特大号床的房间。

8. In whose name was the reservation made?

您的预订是用谁的名字?

9. We'll change / cancel the reservation for you.

我们会为您更改/取消此次预订的。

10. Should I ask a porter to take the luggage to your room?

需要我让行李生帮您把行李送到房间吗?

Practices I . Make a response by using the expressions you have learnt.

1. I'd like to book a room.
2. How much is the room?
3. I'd like to confirm a reservation.
4. Is there a special rate for VIP?
5. But could you recommend me another hotel which won't be full up?

Practices II . Complete the following dialogues according to the guests' questions.

1. We'll arrive late, could you keep our reservation?

(我们可以为您保留预订到下午6点。)

2. Do you have two single rooms for next Wednesday to Saturday?

(很抱歉,先生。因为是旺季,那段时间的客房都被订满了。但是您可以周末再打电话过来或者留下您的电话,我们将把您记录在等候名单中。也许会有人取消预订。)

3. Could you find out for me whether other hotels have any rooms available in the area?

(可以的,先生。请您记录他们的电话。我们期待下次能为您效劳!)

4. How far is your hotel away from the airport?

(25分钟车程。您能告诉我您搭乘的航空公司和航班号吗?我们在机场设有柜台,到时将由机场代表护送您上车。我们为客人提供免费的机场送迎服务。)



5. I'd like to cancel a reservation, because my travel schedule has been changed. I am Henry Smith.

_____ (好的, Smith 先生。我将为您取消 8 月 6 日到 9 日 3 个晚上的预定。我们期待下次有机会为您服务!)

Practices III. Stimulate dialogues with your partner according to the following situations. The customer's name is William Smith. He wants to reserve a room with computer for two from May 15th to 17th. He doesn't need breakfast and he wants to know if there is any discount.

1. The guest asks you to introduce the main hotel facilities and the location.
2. Your hotel is fully booked, and the guest doesn't want to change the reservation date. You try your best to give some suggestions, such as put her on waiting list, recommend other hotels in downtown.
3. Eric Gates wants to change a reservation, because the flight has been cancelled due to the bad weather. The early reservation is postponed for two days.

👉 Learning More

一、客房的种类

酒店客房大致可分为单间客房和套房两种类型。

1. 单间客房由以下客房构成,可细分为:

(1) 单人间 (Single Room): 配备一张单人床,适用于单身客人。

(2) 大床间 (Double Room): 配备一张双人床,适合夫妇入住。

(3) 双床间 (Twin Room): 配备两张单人床。这类客房在中国酒店中比重较大,因此被称为“标准间 (Standard Room)”。

(4) 三人间 (Triple Room): 配备三张单人床。

2. 套房由两间或两间以上客房组成,又可细分为:

(1) 普通套间 (Junior Suite): 通常一间为起居室,另一间为卧室。

(2) 商务套间 (Business Suite) 或行政套房 (Executive Suite): 专为商旅客人设计,一间为起居室兼办公室,另一间为卧室。

(3) 豪华套间 (Deluxe Suite): 为两套间或三套间布置,三套间中除起居室、卧室外,还有一间餐厅或者会议室,卧室中配备特大号双人床 (King-size Bed)。

(4) 总统套间 (Presidential Suite): 一般由 5 间以上的房间组成,装饰布置极为讲究,通常在豪华酒店才设置此类套间。



二、客房报价类型

1. 基本房价 (Rack Rate)

基本房价又称标准房价、门市价、散客价等，也就是价目表 (Tariff) 上公布的现行普通价格。

2. 追加房价 (Extra Charge)

追加价格是在公布价格的基础上，根据客人入住情况，另外加收的房费。通常有以下几种情况：

(1) 白天租用价 (Day Charge)：客人退房超过了规定时间，酒店将向客人收取白天租用价。大部分酒店规定：客人在中午 12 时以后、18 时以前退房，加收半天房费；在 18 时以后退房，加收一天房费。

(2) 加床费 (Rate for Extra Bed)：酒店给需要在房内临时加床的客人提供的房价。

(3) 保留房价 (Hold-room Charge)：客人短期外出旅行，但继续保留所住客房，或因特殊情况未能及时抵店，酒店通常需要客人支付一定数额的房费，一般不再加收服务费。

(4) 钟点价 (Time Rate)：指酒店的客房完全根据入住时间的钟点计算的房价，一般计算时间在 6 小时以内，超过 6 小时按一天计房费。

3. 特别房价 (Special Rate)

(1) 团队价 (Group Rate)：酒店为团队客人提供的优惠房价。

(2) 小包价 (Package Plan Rate)：酒店为特殊客人提供的一揽子报价，通常包括房租费及餐费、游览费、交通费等项目的费用。

(3) 折扣价 (Discount Rate)：酒店向常客 (Regular Guest) 或者长住客 (Long-staying Guest) 或贵宾 (VIP) 提供的优惠价格。

(4) 免费 (Complimentary Rate)：酒店在互惠互利的原则下，给予客人免费待遇。

4. 合同房价 (Contract Rate)

合同房价是酒店给予中间商的优惠价或与某些企业、单位签订的长期住房协议价。

Unit 2 Reception

☞ Lead-in

The Reception Desk is also called the Front Desk. The receptionist should deal with the business by the following procedures:

1. Confirm whether the guest reserves in advance or not.



2. Ask the guest to fill out the Registration Form (住宿登记表) and keep the check-in record.
3. Arrange the room for the guest and confirm the rate.
4. Confirm the way of payment.
5. Introduce the services offered by the hotel.

☞ Situational Dialogue

R: Receptionist

G: Mr. Eric Gates

R: Good afternoon. Welcome to the Shangri-la Hotel. May I help you, sir?

G: Yes. I have a reservation with you.

R: Thank you, sir. May I have your family name, please?

G: Yes, it's Gates.

R: Mr. Gates, I'll Check the registration record. Could you fill out the **registration card**, please?

G: OK.

R: **According to** our record, your reservation is for a twin room with a sea view from June 11th to 15th. The room rate will be 90 dollars per night. Is that all right?

G: Yes.

R: **How would you like to settle your bill?**

G: By credit card.

R: May I **take a print of your card**, please?

G: Here you are.

R: Thank you, sir. Your room is 523 on the fifth floor. The door of your room locks automatically. Please make sure that you have your key card when you leave the room. And the breakfast will be served from 7 am to 9 am tomorrow at the coffee shop on the first floor.

G: OK.

R: Just a moment please. A porter will show you to your room. Have an enjoyable stay.

G: Thank you.



Notes:

registration card 住宿登记卡

according to 根据, 依照

How would you like to settle your bill? 您准备如何付款呢?

take a print of the card 刷卡, 划卡

Supplemental Dialogue 1

R: Receptionist

G: Guest

R: Good evening. Welcome to the Hilton Hotel. May I help you, sir?

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

R: Do you have a reservation with us, sir?

G: No, but is there any vacant room for me?

R: I'm very sorry, sir, but our rooms are **fully booked** till next week.

G: What a pity! Where are we going to find a room at this time of day?

R: Shall I find another hotel for you?

G: That would be fine. Please do and make it quick!

R: Certainly, sir. I'll **book you into** a hotel in this area. Just a moment please. Sir, I have made a reservation for you in Holiday Inn Hotel, which is within walking distance from our hotel.

G: Thank you. You're so helpful.

R: My pleasure. Hope we can serve you next time.

Notes:

fully booked 客满

book ... into 预约

Supplemental Dialogue 2

R: Receptionist

TL: Tour Leader

R: Good afternoon. Who is the **Tour Leader**, please?