

旅游中等职业技术学校教材

旅游服务英语

(口语)

宿荣江 编著

LUYOU FUWU YINGYU KOUYU

(根据教育部最新教学指导方案编写)

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前 言

《旅游服务英语》是为旅游中等职业技术学校所设计的试用教材,全套书分为上、下册和口语。

口语教材由 26 个单元组成,涉及酒店和旅行社两个层面。每个单元主要包括对话、关键词表达法和相关行业部门的替换词。目的是训练学生熟练掌握酒店和旅行社服务的口语交流技巧。在教学中要求学生以小组形式操练、以熟练运用对话并把替换词带入到对话中进行练习。

本书的编写得到了清华大学雷棣、振荣,中研信网络公司 Bob、荣秦,英国专家 Michael Collins 和旅游教育出版社单丽平的大力帮助和网络技术上的支持。作者在此向他们表示诚挚的感谢。

作 者

2002 年 1 月

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R: Is that a superior twin or a deluxe twin?

G: What's the difference in price?

R: The superior twin is \$ 80 a night and the deluxe twin is \$ 95 a night. Both include buffet breakfast.

G: I think I'll take the deluxe twin, please.

R: May I have your name, please?

G: Sure. It's Goldfeld, Tony Goldfeld.

R: Mr Goldfeld, how can you spell your name?

G: G - O - L - D - F - E - L - D. Goldfeld.

R: Thank you, Mr Goldfeld. And may I have your telephone number please?

G: Yes. That's 324 - 89011.

2 R: Thank you, Mr Goldfeld. You have reserved a deluxe twin at \$ 95 a night for three nights. That price includes a buffet breakfast. Your telephone number is 324 - 89011. Is that correct?

G: Yes, that's correct.

R: Thank you for your reservation, Mr Goldfeld. We look forward to seeing you.



Dialogue 2

Reservations = R Guest = G

R: Good afternoon. Kyoto Plaza Hotel Reservations. Can I

help you?

G: Good afternoon. I'd like to make a reservation, please.

R: Certainly, sir. When would you like the room?

G: For the morning of Friday the 23rd for five nights, please.

R: How many people is that for, sir?

G: Just me. I'll be arriving in Kyoto on Friday morning.

R: What type of room would you like, sir?

G: A single, please.

R: Would you prefer a deluxe or standard room, sir?

G: What's the difference in price?

R: The deluxe room costs \$ 80 per night and the standard room costs \$ 70 per night, both including continental breakfast.

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G: I'll take the standard room, I think.

R: Could you tell me your name, please?

G: Yes, my name is Peter Chandaraga.

R: I'm sorry, Mr Chandaraga. How can you spell it?

G: Yes, that's C-H-A-N-D-A-R-A-G-A.

R: Thank you, Mr Chandaraga. May I have your contact number, please?

G: Yes, that's 81 - 3 - 453 - 45235.

R: Thank you, Mr Chandaraga. You require a standard single room from Friday the 23rd to Tuesday the 27th. The rate is \$ 70 per night including continental breakfast.

G: Yes, that's correct.

R: Thank you very much, Mr Chandaraga. I have made the reservation for you and we look forward to seeing you on



Friday morning.

Useful expressions and words

May I help you?

I'd like to reserve ...

How many nights will you stay?

I'm arriving on ...

What's the difference in price?

I'll take ...

May I have your name, please?

That price includes ...

Would you prefer ... or ...

Look forward to

How can you spell it?

superior

deluxe room

standard room

buffet breakfast

continental breakfast

contact number

高级的

豪华间

标准间

自助早餐

大陆早餐

联系电话



Unit 2

Check-in

♣ Dialogue 1

Guest with reservation

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Receptionist = R Guest = G

R: Good morning, sir. Welcome to City Plaza Hotel. May I help you?

G: Yes, I booked a room by phone two days ago.

R: May I know your name, sir?

G: Parr. That's P - A - R - R.

R: Just a moment, please. Mr Parr. Here we are, Mr Parr, a single room for three nights from September 12th to 14th.

G: That's right.

R: May I have your passport to help you register, Mr Parr?

G: Of course. Here you are.

R: Thank you, Mr Parr. . . And how would you like to settle the bill, Mr Parr?

G: By credit card, American Express.

R: May I have an imprint of your card, please?

G: Sure. here it is.

R: Would you please sign here, Mr Parr? . . . And here is your passport, credit card and your key card. Your room is ready now. Our bell man will show you to your room right away.

I hope you will have a very pleasant stay with us.

6 G: Yes, I will. Bye.

R: Goodbye, Mr Parr.

♣ Dialogue 2

Guest without reservation

Receptionist = R Guest = G

R: Good evening, sir. Welcome to Garden Hotel.

G: Good evening, do you have a room available for me?

R: Yes, sir. We do have rooms available at this moment. May I have your passport, please?

G: Certainly. Here you are.

R: Thank you. Would you prefer to stay in our Horizon Club, Mr Porter?

G: What kind of club is it?

R: Well, it's our executive club. We will provide you with complimentary breakfast, afternoon tea and refreshments, happy hour cocktail, and there is a mini - business center that will cater to all your needs for business activities. . .

G: Sounds interesting, but I only stay for one night. So I'd better stay in a standard room.

R: Very well, Mr Porter. Would you prefer high floors or low floors?

G: High floors, please. I'd like a room facing the street.

R: Yes, I have a room on the 15th floor facing the street.

G: Good. How much is it?

R: It's RMB 500 per night, Mr Porter.

G: I'll take it.

R: Will you be paying in cash or by credit card, Mr Porter?

G: In cash.

R: Mr Porter, would you please pay RMB 200 as deposit?

G: All right. Here you are.

R: Mr Porter, would you please sign your name here. Here is your key card and our bellman, Mike, will show you to your room. I hope you will enjoy your stay with us.



Useful expressions and words

Just a moment, please.

single room

help you register

Here you are.

settle the bill

by credit card

by phone

May I have an imprint of your card, please?

sounds interesting

in cash

cater to

American Express

bellman

Horizon Club

executive club

high floor

low floor

complimentary

happy hour

refreshments

deposit

付现金

满足要求

美国运通卡

行李员

豪华阁

行政楼层

高层

低层

免费的

免费的(酒水)

茶点

押金



Changing the Room

♣ Dialogue 1

Receptionist = R Guest = G

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R: Reception. May I help you?

G: Yes. This is George Simon in 1207.
The room we are in is next to the lift
and is too noisy. I'd like to change
rooms.

R: Would you hold on a moment, please?
I'll check which rooms are vacant...
Yes, I can propose 1225 which is very
quiet and has a spectacular view of the
city.

G: Thank you very much.



R: No problem, sir. I will send the bellboy to your room with the key card and help you with your luggage transfer.

♣ Dialogue 2

Receptionist = R Guest = G

R: Good afternoon, sir. How can I help you?

G: I'm afraid I have a bit of trouble. There is the smell of paint in my room. It seems that the bathroom was recently repainted and it is giving me a headache.

10 R: I am terribly sorry, sir. I will take immediate action. Could you tell me your room number, please?

G: I'm in 1889.

R: Mr Roswick. I can propose 1920 which has a very nice view of the sea.

G: That's very kind of you.

R: It's all right. I'll send a bellboy up right now. He can help you move your things if you like. And please let me know if there is anything else I can do for you.

Useful expressions and words

next to

Would you hold on a moment, please?

I am terribly sorry, sir.

I will take immediate action.

That's very kind of you.

I can propose...

vacant

空的

spectacular

美妙的

transfer

转移

repaint

重新粉刷