

21

世纪旅游管理专业系列教材



新编饭店英语

■ 主 编：孙小珂

■ 副主编：黎 健 徐立新



全国优秀出版社
武汉大学出版社

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New English for Hotel

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“21 世纪旅游管理专业系列教材”

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总 序

随着世界的和平与稳定及经济的发展与人民生活水平的提高,旅游逐渐成为现代人类生活中不可或缺的重要内容,是人类社会最重要的生活方式和社会经济活动之一。中国自1978年改革开放以来,旅游经历了起步、发展和日趋成熟的几个阶段,尤其是20世纪90年代以后,中国旅游业的快速增长,使旅游经济产业化进程加快,旅游对整个社会的促进作用和关联作用日益突出,旅游业已成为全国经济新的增长点之一。21世纪之初,中国旅游业的综合实力已位居世界第五大旅游国,据世界旅游组织的预测,到2020年中国将成为世界第一大旅游接待国和第四大旅游出境国。

旅游实践的发展客观上为旅游学科的发展提供了千载难逢的机遇,对旅游学科理论提出了更加迫切的要求,给旅游研究工作与教育工作的进展创造了良好的外部环境。与我国旅游学科发展相适应的是我国旅游教育事业的进步,二十多年来我国旅游高等教育、中等职业教育获得了飞速发展,全国开办有旅游系(专业)的高等院校总数达200余所。伴随着高等旅游教育的迅速发展,旅游专业的教材建设也从无到有,从粗到精。为了进一步完善旅游管理专业教材体系,吸取国内外最新研究成果,充实教材内容,满足日益增长的旅游管理专业高等教育的发展需要,武汉大学出版社精心组织了国内部分高等院校旅游管理专业的专家学者,编写了一套21世纪旅游管理专业系列教材。全套教材选题广泛,并紧扣教育部颁发的高等院校旅游管理专业教学指导计划。教材编写注重理论阐述与实际案例分析相结合,既考虑到国内外旅游业发展的现实需要,又注重理论研究的超前性和未来旅游业发展的宏观态势;既系统总结了旅游学科发展的研究现状和取得的研究成果,又指出了不同研究内容的未来发展方向;既注重使读者易于掌握研究的理论和方法,又关照技能的培养,体现系统、创新、前瞻、实用的特色。全套教材包括《旅游学概论》、《旅游经济学》、《旅游资源学》、《旅游市场营销学》、《旅游法规》、《旅游文化学》、《旅游心理学》、《实用礼仪教程》、《旅游规划原理与实务》、《旅游景区管理》、《旅行社经营管理》、《导游业务》、《客源地概况》、《旅游企业财务管理》、《旅游管理信息系统》和《新编旅游英语》、《新

编导游英语》、《新编饭店英语》等共十几本教材。

本套教材既可作为高等院校旅游管理专业教学用书，又可作为高等职业教育、自学考试、职业培训或相关专业的参考用书。欢迎本专业师生和旅游行业人士选用。

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前 言

《新编饭店英语》是 21 世纪旅游管理专业系列教材之一，同时也可作为饭店的培训教材或饭店从业人员的自学教材。

本书的一个显著特点是注重培养饭店从业人员的交际能力，解决突发事件的能力。全书分为两部分：第一部分以情景对话的形式指出各个部门人员的工作职责和服务规范，包括语言规范；第二部分为短文，重点介绍饭店的特点、类型，以及重要部门的人员配置和职责，并提供了饭店专门术语。本书另一特点是每一章节后都配有大量练习，形式多样，使学生能较快掌握所学知识。

本书是长期的教学实践积累的结果，很多内容都在教学中实践过。它独特的编排体系与丰富、形式多样的练习深受学生欢迎，教学效果佳。随着我国加入 WTO，将会有更多的外资饭店进入中国，良好的就业前景促使很多人需要这方面的培训，而一本好的教材将发挥重要的作用。

因作者水平有限，书中不当之处请各界读者批评指正。

编 者

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Part One

新 编 饭 店 英 语

Situational Dialogues

Unit 1

Making Reservation

■ Warming-up Exercises

There are many ways for guests to make their reservations in hotels. Some send reservation letters or telegraphs to the hotel, which are the most traditional ways of doing it. Others go directly to the hotel and make reservations in person, or call the hotel over the telephone, or send fax to make reservations. Today it becomes fashionable to make a booking through the Internet, which is quick and convenient. But telephone is still the most popular way of making reservations. The telephone is not only a means of communications but also an indispensable sales tool. So the telephone manners become very important. We should pay attention to the manners in terms of how to respond to the potential customers. Suppose you are the reservationist of the hotel, please think of the following questions before you study the dialogues.

1. Look at the Reservation Form below, what information should you get from a guest when handling a reservation?

Reservation Form

Name			Arrival Date			Departure Date		
Address					Telephone			
Room Type	Single		Double		Standard		Suite	Deluxe
Rate Per Night			Clerk			Date		

2. You are in the middle of the desk. The telephone rings. Should you answer it immediately?
3. Should you announce the name of your hotel when you answer the telephone?
4. Is it necessary to announce your full name when you answer a reservation call?
5. What is the reservation confirmation?
6. What should you respond if the guest ask for the discount?
7. What is the reservation deposit?
8. What should you do if your hotel is fully booked?

● 1-1 Individual Reservation

O: Operator

R: Reservationist

G: Guest

O: Holiday Inn Hotel. Good morning. Can I help you?

G: I'd like to book a room at your hotel.

O: Just a moment, please. I'll put you through to the Front Desk.

R: Good morning! This is Advance Reservation. Mary Wang Speaking. May I help you?

G: Yes, I'd like to book a single room, please.

R: When for, sir?

G: I will be in Wuhan on May 15th.

R: Thank you, sir. We do have a single room available for you on the 8th floor. How many nights should I book it for?

G: Three nights.

R: Could you give me your name, please?

G: Mr. John Davis. D-A-V-I-S.

R: Mr. Davis, I have just confirmed one single room with breakfast for you on 8th floor from May 15th to 18th.

G: Yes. What's the rate, please?

R: It's \$ 50 per night. Your room is air-conditioned, with tub and shower, TV and telephone, and a China Daily delivered to your room every morning.

G: That's all right.

R: What about your telephone number?

G: (601) 264-9716. By the way, I'd like a quiet room away from the street if

that is possible.

R: A quiet room away from the street is preferred. OK. Could you please confirm your booking in writing as soon as possible.

G: Yes, I will.

R: We look forward to seeing you. Thank you.

● 1-2 Group Reservation

R: Reservationist

G: Guest

R: Holiday Inn Hotel. Advance Reservation. Mary Wang speaking. Can I help you?

G: Yes. This is Joy International Travel Services from Huston. I'm Jerry Swan. We have a series groups visiting Wuhan this year. The first group consisting of 32 tourists and 1 leader will arrive in Wuhan on March 8th. I'd like to book 16 standard rooms for them.

R: Could you hold the line, please? I'll check the room availability for that day. . . .

Thank you for waiting, sir. We do have the rooms available on that day. How long will they be staying?

G: For one night.

R: OK! Mr. Jerry Swan. 17 standard rooms with 1 free for tour guide for one night on March 8th.

G: What does the standard room cost?

R: It's \$45 per night.

G: Is there a special rate for a group reservation?

R: Yes. But you have to talk it with our manager.

G: OK.

R: Since you are making a group reservation from U.S., I'm afraid you have to remit us fifth percent of the total cost to us as deposit and pay the rest upon arriving.

G: That sounds reasonable.

R: Would you please talk to our manager first, and then decide your rest of the reservations, Mr. Swan?

G: Yes. Good-bye.

R: Thank you. Good-bye.

● 1-3 Adjusting a Reservation

R: Reservationist

G: Guest

R: Advance Reservation! Good afternoon! This is Mary Wang speaking. What can I do for you?

G: This is Mr. Dunning speaking. I'm calling from Los Angeles. I have reserved a suite on Oct. 2rd.

R: Just a minute, sir, while I look through the reservation record. Yes, we do have a reservation for you on that day. Do you call for confirming it, Mr. Dunning?

G: Not really. I'd like to make an adjustment of my reservation. I just know that my business negotiation will progress much slowly than I have expected. I'll stay extend my stay in your hotel for two nights.

R: Would you please hold the line for a moment? I'll take a look at the hotel's booking record.

...

Yes, sir. You can have the suite for two nights from Oct. 2rd to 4th.

G: That's great. Thank you very much.

R: You're welcome. We are expecting to see you soon.

● 1-4 Fully Booked

R: Reservationist

G: Guest

R: Good evening! This is Mary Wang from Reservation Center. Is there anything I can do for you?

G: Yes. This is David Smith calling from Wuhan Airport. I wonder whether you have a room vacant.

R: One moment, please, Mr. David Smith.

...

I'm sorry, Mr. Smith. We're fully booked.

G: Oh, that's too bad.

R: Would you like us to put you on our waiting list and call you in case we have

a cancellation?

G: No. I want it at the moment.

R: Could I recommend you another hotel that is not full?

G: Yes, thank you. I prefer a moderate rate single room.

R: Where would you rather like to be, in the downtown or in the suburbs?

G: In the downtown center.

R: In that case, I would suggest you the Wuhan Asia Hotel.

G: Do you know the rate per night?

R: Well, there is a minimum price for off-season stay and a maximum price for peak-season stay. A moderate rate single room at the moment would run you between \$ 35 and \$ 55.

G: I see. Do you mind telling me what the Wuhan Asia Hotel is like?

R: My pleasure. It is the newest hotel in the city. It is rated as a three-star hotel as ours. Ours is better known, but the Asia hotel is less expensive.

G: Uh-Huh. One more question, can you tell me its telephone number?

R: Yes, it is 027-83789988.

G: Thank you very much. I really appreciate your help. Good-bye.

R: Thank you for calling us. Good-bye.

▲ Notes to the Dialogues

1. Holiday Inn 假日酒店

2. Advance Reservation 预订部

3. a single room 单人房

饭店的客房大致可分为 single room(单人房), double room(双人房), suite(套房)三大类。其中双人房在我国饭店多为 twin-bed room with bath,即双人对床房,它被视做 standard room(标准客房),另一种双人房为 a double bed room(双人床房)。

4. What's the rate? 房价是多少?

daily rate 常价,普通价

special rate 特价,优惠价

5. tub 浴盆,浴缸

shower 淋浴

6. a quiet room away from the street 不临街的安静的房间

7. room availability 客房预订情况

8. deposit 押金
9. adjusting a reservation 更改预订
10. booking record 预订记录
11. fully booked 即 The hotel is full up 房间预订满了
12. put you on our waiting list 把您列入等房间的客人的名单
13. Wuhan Asia Hotel 武汉亚洲大酒店
14. off-season 淡季,也可以说 slack season
peak-season 旺季,或者说 on season

▲ Useful Sentence Patterns

1. Dealing with enquiries from guests
 - Would you like a room facing the park/lake?
 - Single or double?
 - How long do you intend/plan to stay in this hotel?
 - May I know your name, please?
 - Would you mind telling me your name, sir, please?
 - Would you mind telling me which date would that be?
 - When for?
 - How many people will there be in your party?
2. When it takes some time
 - Just a moment, please. I'll check the room availability.
 - One moment/minute.
 - Thank you for waiting, sir.
 - Could you wait a minute, please?
 - Hold the line, please.
3. Unable to accept a booking
 - I'm sorry, sir. We are fully booked.
 - I'm sorry, Miss. We are booked solid on that date.
 - I'm sorry, sir. We do not have any room available for that week.
 - I'm sorry, Miss. We are full up for those dates, but I could suggest you another hotel in the neighborhood.
4. Offering prices
 - For a single room, the price would be...
 - The daily rate is...