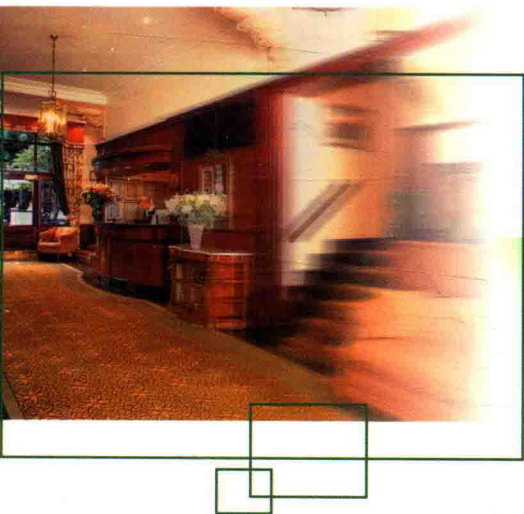


Practical Hotel Service English



上海旅游行业饭店职业能力认证
系列教材编委会◎编

饭店服务 实用英语



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·北 京·

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吴 云

前 言

FOREWORD

把上海建设成为世界著名旅游城市,是上海旅游业“十二五”为之奋斗的目标。饭店业作为旅游业的重要组成部分,其从业人员的职业素质高低决定了饭店管理和 service 的质量。旅游行业的新发展对饭店从业人员的外语水平提出了更高的要求。上海市旅游局岗位职务培训指导委员会根据饭店业发展的实际需要和饭店岗位的特点,对原饭店英语等级考试的标准和形式进行了调整,重新组织编写了这本《饭店服务实用英语》。新教材以科学发展观为指导,力求体现时代特征、国际标准和上海特点,为上海旅游行业饭店员工培训和旅游院校教学提供一本针对性、实用性较强的教材,同时这本教材也是上海旅游行业饭店外语等级考试的培训推荐教材。

本教材由 Bill Crampton(比尔·金兰顿)及吴云主编,共分三个部分:前厅服务篇、客房服务篇和餐饮服务篇。参与本书编写与审阅的还有曹永玲、钱嘉颖、吴文婷、邵潇雨老师;在组织和编写本教材过程中我们还得到了教材编委会的有力指导,并且听取了赵国柱、王肇华、沈世俊、饶力群和仲荧等院校和行业专家的意见,在此一并致谢。

由于时间和水平所限,教材难免有不足之处,诚恳希望广大读者给予指正,以便今后不断完善。

编 者

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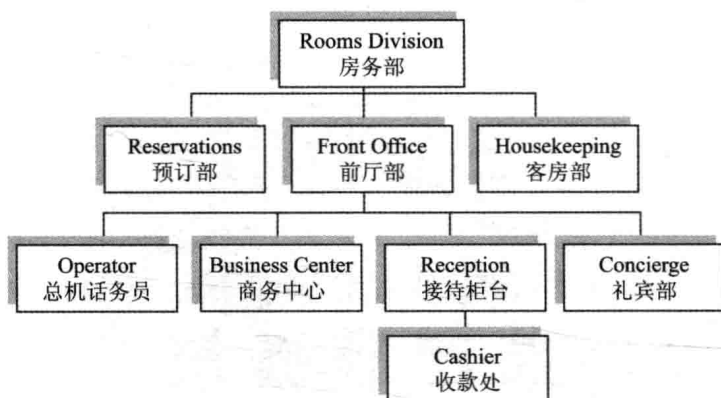


Front Office Service

前厅服务篇

Front Office Organization Chart

前厅部组织结构图



Front Office's Responsibilities

前厅部主要职责

The Front Office manages most of the contact with the guest.

前厅部主要负责与宾客的沟通工作。

Reservation, check-in 预订, 入住登记	Offering business services 提供商务服务
Rooming the guest, delivering luggage, room tour 引领客人进房, 送行李, 介绍客房	Check-out, and settling the bill at the Cashier 退房, 柜台收款

Chapter 1

Front Office Operation 前厅部运作

Unit 1 Front Office Operation 前厅部运作

Dialogue 对话

A Talk between the New Employee and the Department Manager

[On the New employee (NE) Jeff's first day at the new hotel, he meets the front office manager (FM) and talks to him.]

FM: Hello, are you our new employee Jeff?

NE: Yes. How did you know?

FM: I'm the Front Office manager, and my job is to know everything. ^① Also, your name tag says Jeff. And we were expecting you. ^②

NE: Well, it is my first day. Can you tell me about the job?

FM: Sure. The Front office is the brain of the hotel. Our job is customer contact, and to make sure the customer's stay goes smoothly. ^① We manage room availability and reservations, check in and check out guests, take the guests to their rooms and give them a room tour. We also manage business service, wake-up calls, messages, and onward travel bookings.

NE: Wow! It sounds like the most important job in the hotel. ^③

FM: We think it is. But it is not just one job; it is many tasks that all must fit together. Each person is a part in our efficient machine.

NE: OK, what part do I play? I want to be a manager in three years.

FM: Are you sure? In the Front Office, people can move up fast, but it is a lot of work. You need to learn all our policies and procedures.

NE: It sounds good to me. ^③ Let's get to work!

FM: OK, the first thing to do is check the reservations for today. ^① Are there any groups that want rooms together? We must check room availability.

★ Common Vocabulary 常用词汇

customer contact	['kʌstəmə] ['kɒntækt]	与客人的沟通
room availability	[ru:m] [ə'veeɪlə'bɪləti]	全部客房租用情况
Reservations	[,rezə'veɪʃənz]	预订部
check in	[tʃek] [in]	(为……) 办理入住登记(手续)
room tour	[ru:m] [tuə]	客房介绍
business center	['biznis] ['sentə]	商务中心
check out	[tʃek] [aut]	(为……) 办理退房结账(离店手续)

★ More Words and Phrases 拓展词汇与短语

hotel entrance	[həu'tel] ['entrəns]	饭店入口
lobby	['lɒbi]	n. 大堂
elevator	['eliveɪtə]	n. 〈美〉电梯
coffee shop	['kɒfi] [ʃɒp]	咖啡厅

★ Notes 注释

① I'm the Front Office manager, and my job is to know everything.

本句中的系动词谓语 is 后跟的 to know everything 是句子的表语,或主语 my job 的补语。这个不定式表示未来的行为动作或状态。再如本对话的下文: Our job is customer contact, and to make sure the customer's stay goes smoothly. 其中 to

make sure 与 customer contact 一起作 is 的并列表语。

不定式作表语时,如果主语中含有动词 do 的某一种形式,即 to do, did, done, doing 等,作表语的不定式中的 to 可以省略。如本对话下文:OK, the first thing to do is check the reservations for today. 其中的 check 前面省略了 to。

② And we were expecting you.

expect 在这里的意思是“期待某人(事)的到来”。如:We're expecting Alison home any minute now.

③ It sounds like the most important job in the hotel.

sound 在本句中作系动词,后面可接形容词作表语。如本对话的下文:It sounds good to me. 再如:The future's looking good.

如果要接名词,必须在 sound 后加一个介词 like,如本句。英语中有类似用法的词还有:look, feel, taste 等。如:It looks like rain.

这样的词后面可以接 as if 从句。如:He looked as if he hadn't washed for a week.

Role-play 角色扮演



A guest comes to your front desk station. The guest asks you a question in English. Direct the guest to the right place from the above list. Use a complete sentence to answer the guest's inquiries.

Student A plays the role of the receptionist and Student B the role of the guest.

Key Sentences

- “Where is the cashier desk?”
- “The cashier desk is over there.”
- “I will meet my friend here. Where can I wait for her?”
- “I want to go up to my brother's room. How do I get there?”
- “I want a cup of tea and to chat with my friend. Where should I go?”

Dialogue Translation 对话参考译文

新员工与部门经理之间的一段谈话

[新员工 Jeff(NE)在饭店上班的第一天,见到了前厅部经理(FM),和他谈工作。]

FM: 你好,是新来的员工 Jeff 吗?

NE: 是的,您是怎么知道的?

FM: 我是前厅部经理,我的工作就是要知道这里发生的一切事情。何况你的铭牌上写着 Jeff。我们正在等你呢!

NE: 噢。今天我第一天上班。您能给我介绍一下我工作的内容吗?

FM: 当然可以。前厅部是饭店的核心部门。我们的工作就是和客人沟通,确保客人入住期间一切顺利。我们负责掌握全部客房租用情况、客房预订、办理入住登记与退房、引领客人进房、介绍客房,同时还负责管理商务中心服务、叫醒服务、信息留言以及旅行票务。

NE: 噢! 听上去好像这是饭店最重要的工作了。

FM: 的确如此。但是这并不是一项独立的工作,有很多任务必须由大家一起协作完成。我们部门犹如一台机器,每个人都是(确保)机器有效运转的一个零件。

NE: 那么,我的职责是什么呢? 我想要在三年以后成为一名经理。

FM: 真的吗? 前厅职员晋升很快,但是要努力才行。你需要了解所有的规章制度和 workflows。

NE: 听上去不错,(那我就)开始工作啦!

FM: 好啊,首先核实今天的预订情况。有没有团队在预订时要求把他们的客房安排在一起呢? 务必检查一遍全部客房租用情况。

Chapter 2

Operator and Phone 话务员与电话服务

Unit 1 Directing Inquiries and Requests

处理问讯与要求

Dialogue 对话

1. Directing Requests

[*Helen (H), the Operator, answers calls and takes messages from a guest (G).*]

H: Good morning, Mega Hotel. Helen speaking. How may I help you?

G: Yes, I want Room 2218.

H: Yes. May I ask the guest's name and spelling?

G: I'm looking for Mr. Simms, S-I-M-M-S.

H: I'll connect your call now. ^① (*After a moment...*) Good morning!

G: Hi, I just called and asked for Mr. Simms, but there was no answer.

H: Would you like to leave a message? ^②

G: Yes, please tell him that Mr. Brown can't meet him for dinner. That's it.

H: Yes. We will write that on paper. May I have your name, please?

G: Mr. Jerry Brown, J-E-R-R-Y.

H: OK, Mr. Brown. I'll leave it in his room.

2. Directing Inquiries

- H: Good afternoon, Mega Hotel. Harold speaking. How may I help you?
- G: This is Ms. Jenkins in Room 3228. How do I get an outside line?
- H: First dial “9”, then dial the number after you hear the dial tone. This works for city calls. For DDD or IDD you must dial “8” first. After you get the dial tone, you can dial the country code, the area code, and the number.
- G: Great. By the way, do you know what the weather will be like tomorrow?^③
- H: Just a moment. I'll check it for you. . . It will be sunny and warm.
- G: Thank you! And can you connect me to Room 5189?^①
- H: Yes, Ms. Jenkins. Please hold on for a moment. . . I'm sorry, but the line is busy. Would you like to call back later or leave a message?
- G: I would like to leave a message. Please tell him that the apples and chocolate he sent were great. I hope to see him again tonight!
- H: Yes, Ms. Jenkins. We'll leave this message to him:^② “The apples and chocolate were great. I hope to see you again tonight. Ms. Jenkins.”

★ Common Vocabulary 常用词汇

leave a message	[li:v] [ə] ['mesidʒ]	留言
phone number	[fəʊn] ['nʌmbə]	电话号码
guest	[gest]	n. 客人
spelling	['spelɪŋ]	n. 拼写
connect/transfer	[kə'nekt]/[træns'fə:]	v. 联结/转接
outside line	['aʊt'saɪd] [laɪn]	n. 外线
dial tone	['daɪəl] [təʊn]	拨号音
city call	['sɪti] [kɔ:l]	市内电话
DDD(Domestic Direct Dial)		长途直拨电话
IDD(International Direct Dial)		国际直拨长途电话
country code	['kʌntri] [kəʊd]	国家代码
area code	['eəriə] [kəʊd]	(电话)区号
the line is busy	[ðə] [laɪn] [ɪz] ['bɪzi]	通话中