ENGLISH

酒店英语（视听版）

朱华 / 主编

Hotel English
(An Audio-visual Version)

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前　言

　　《酒店英语(视听版)》听、说、练紧密结合,通过不同的酒店工作场景学习酒店专业知识,培养学生运用酒店英语进行工作交流以及酒店不同岗位的工作能力。教材采用视、听、说立体化教学,集文字、图形、图像、音频、视频为一体,做到视、听、说有效结合,努力还原酒店工作场景,让学生在真实的酒店环境中学习酒店英语和相关专业知识,有以下特点:

1. 将酒店主要业务与英语技能同步学习,学完一章后即可掌握本章节酒店相关技能和工作程序,并可用英文与客人或同行进行交流。
2. 融入酒店实训内容和职业资格认证培训内容,将学历教育和职业教育结合起来,将职业培训纳入学历教育中。
3. 视、听、说、练有机结合,通过酒店视频、音频再现,让学生身临其境,模拟学习不同酒店场景中的语言和酒店业务。
4. 编写队伍中既有高校名师,也有酒店专业人士,保证了教材编写内容和语言的专业性与规范性。

　　《酒店英语(视听版)》采用了MES(Modules of Employable Skill)模块式教学设计。任课教师可以根据授课对象和课时数对教学内容进行分拆和整合。需要课件的老师可在北京大学出版社官方网站的下载中心下载,网址:www.pup.cn,或致函ernestzhu@126.com索取。

　　《酒店英语(视听版)》既可以作为酒店人力资源英语培训教材,也可以作为旅游饭店职业英语等级考试培训教材。由于酒店工作繁杂、实训内容多,编写难度较大,不当之处在所难免,敬请批评指正。

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朱　华

2014年5月

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Chapter 1
Reservation
预　定

Major Topics

　　This chapter concentrates on the department of reservation. In *Part 1*, you'll read ABC about reservation with computer software as a warming-up exercise. In *Part 2*, job description of working staff is provided for you to have some basics about the responsibility of each job at Reception. In *Part 3*, you'll watch a short video about the hidden fees of a hotel you may have neglected when you make a reservation. In the next section, *Part 4* will provide some situational dialogues for you to practice the reservation skills based on different scenarios in the hotel. *Part 5* includes additional exercises to enhance your knowledge and skills of the reservation task.

Part One: ABC for Hotel
一、酒店知识

Reservation with Computer Software 用电脑软件预订房间

With the growing competition in the hospitality industry, the need for effective and efficient management of the hotels, motels, and lodges is being felt by their owners. Hotel reservation software is truly a boon for the hoteliers looking to provide 100% customer satisfaction without having to work really hard for the same. The software not only helps automate the process of reservation in the hotel, but also helps the efficient management of the same.

Whether it is making reservations, bookings, billing or keeping track of the customers, the hotel software provides everything at just a few mouse clicks. This software is principally created to suit the requirement of the hotel management and can be easily installed and manipulated according to the specific need of the hotel. Software for hotels primarily runs on Windows, but can be developed to suit user requirements. The functions performed by such software include room reservations, bookings, customer check-in and check-out, the integrated statement for all customers and hotel billing. Benefits that can be derived from such an application include:

- save the processing time;
- easy and quick reservation;
- keeping track of customers' information.

The most prominent software is the hotel reservation software, which features dedicated room booking and reservation utilities. It helps to store the information regarding room availability and expected duration of stay of the occupier. This will help the customer to have a beforehand report on the availability of rooms and booking status. Nowadays, hotel reservation system is integrated with online access provisions, facilitates users with online booking and reservations, and provides a unique and intuitive interface improving the way that the web is used. Other additional functions include:

- guest room reservation;

ⓦ group operations and management;

ⓦ authorization of credit card;

ⓦ seasonal rates setups;

ⓦ multiple currency payments;

ⓦ daily room and revenue report generation;

ⓦ guest arrival list and guest folio;

ⓦ receipt generation.

The hotel software can be employed in front desk department, housekeeping department, reservation department and accounts department of a hotel in order to organize proper hotel activities and day-to-day operations. This capability offers a wide range of adaptability that satisfies both the customers and hotel personnel.

Based on the above passage, decide whether the following statements are true or false. Write T for true and F for false.

1. _____ The hotel reservation software can be used in many departments, including front desk, F&B and conference.

2. _____ The hotel reservation software can suit not only Windows system, but also tailor other requirements.

3. _____ The hotel reservation software is designed to help both reservationists and hotel customers.

4. _____ Reservationists are able to access internet booking through the hotel reservation software.

❋ Part Two: Working Staff
二、酒店员工

1 Listen to the job description of each one in the department, correct the mistakes and put the right ones in the blanks.

(1) **Reservation Manager** works closely with the hotel sales team to change room rates depending on seasonal demands and revenue requirements.

To liaise with central reservations to regulate new rate plans and promotions.

To liaise with travel agents, the Revenue Manager and the Room Division Manager.

To assist the sales team in fixing their rates.

To maintain the in-house reservation systems.

To forecast guest cycle.

In smaller hotels they may be directly involved with room sales.

a. _____

b. _____

中文提示：

    预订经理：与酒店销售部紧密合作，根据季节需要和销售额要求而改变房价。预订经理与中央预订联络沟通，制定新的价格计划和促销；与旅游中介、收益经理和房务经理联络；协助销售部制定价格；维护酒店内预订系统；预测营业额；在一些较小的酒店还需要直接参与客房销售。

(2) Reservationist makes and confirms customer reservations, reports to Reservation Manager.

To deal with guests over the telephone.

To take and output data.

To negotiate rates in hotels.

To up-sell, or offer a less expensive house to the customer.

a. _____

b. _____

中文提示：

    预订员：制定和确认顾客的预定，向预定经理负责。主要职责有：处理顾客电话预订；制定和输入预订信息；与顾客协商房价；推销或为顾客提供价格更昂贵的房间。

(3) Revenue Manager tracks the space rates of bedroom and conference offered by competitors, and makes sure rooms are sold at the right price and the right time to the right people.

To analyze booking patterns and market trends.

To monitor competitor's performance.

To carry out effective loyalty management.

To initiate promotions to generate business at critical moments.

To forecast cash flow.

To liaise with the sales teams, reception and the General Manager.

a. _____

b. _____

中文提示：

    收益经理：追踪竞争对手的房价和会议场所的价格，确保本酒店的房间以恰当的价格，在恰当的时间卖给恰当的顾客。主要职责有：分析预订情况和市场趋势；监视竞争者销售状况；有效地进行收益管理；在关键时刻促销；预测收益；并与销售部、接待处和总经理保持联络。

2 Listen again and discuss the job description of the post you wish to hold in your career.

Part Three: Video for the Hotel
三、酒店视频

Hidden Fees of a Hotel 酒店的隐蔽费用

occupancy /ˈɒkjəpənsɪ/ *n.* 占用	exorbitantly /ɪgˈzɔːbɪtəntlɪ/ *adv.* 过高的
domestic /dəˈmestɪk/ *adj.* 国内的	restock /ˌriːˈstɒk/ *v.* 重新进货
tack /tæk/ *v.* 附加	gym /dʒɪm/ *n.* 健身房
waive /weɪv/ *v.* 放弃, 推迟	accommodate /əˈkɒmədeɪt/ *v.* 提供住宿
amenity /əˈmiːnətɪ/ *n.* 便利设施, 物品	grill /grɪl/ *v.* 拷问

A) Watch the video twice, and decide whether the following statements are true or false according to the video.

1. _____ When you book your hotel, you do not know some hidden fees. For example, many hotels charge an occupancy tax.

2. _____ Resort fees are your regular room fees, and they also include the fees of the gym, the spa, the pool, etc.

3. _____ A hotel won't waive the fees if you don't ask. And it makes customers unhappy and surprised.

4. _____ If you want to book a hotel, you had better ask the details about the fees.

5. _____ There's usually one service book on the hotel desk, and it will indicate whether there is a fee generally associated with that.

B) Watch the video again, and answer the following questions.

1. What kind of hidden fees are commonly found on hotel bills?

2. What does "resort fee" include? And how is it calculated in guests' bill?

3. What could you do to avoid the fees?

4. What could you do to make sure you don't pay the hidden fees when you book a hotel room?

5. What is the attitude of the hotel if you don't use the services?

Part Four: Dialogues in the Hotel
四、酒店对话

Scenario 1

Take Down Reservations 记录预订

A Listen to the dialogue carefully, and complete the following conversation with what you hear.

Reservationist(R): OK, Mr. Appleton, let me just confirm the details of your reservation. You have reserved (1) _____ at $297 a night for six nights from Friday 21st May. The reservation is made under you, Mr. Jason Appleton. This price includes (2) _____ . However 15% of tax on top of the price is excluded. Your contact number is 632-753-255. Is everything correct?

Jason Appleton(A): Yes, that's correct.

R: The reservation is made for you, Mr. Appleton, there's one more thing I'd like to ask. And it's very important to suggest you (3) _____ , since May is one of the (4) _____ we receive many reservations each day. If you can guarantee your booking we can make sure the room is guaranteed for you even if you arrived late during night.

J: OK, how do I guarantee my booking?

R: Mr. Appleton, there are usually (5) _____ to do that, you can pay one night's amount in cash to the hotel prior to your arrival, or you could send us a cheque, or the easiest way is to leave your (6) _____ details now.

J: I'll give you my credit card details.

R: Very well Mr. Appleton, I'm ready now.

J: It's 7123−065−077−4376, American Express, and (7) _____ is June 2015.

R: Fantastic. Mr. Appleton, I've guaranteed your booking, your (8) _____ is 657 560 346. I'll send the confirmation email to your address in our system, just to (9) _____ . Is it still J.Appleton@cheerful.com?

J: Yes, it's correct.

R: Is there anything else that I can (10) _____ ?

J: Nothing I can think of now. Thank you!

R: Thank you for calling Hyatt Regency San Francisco.

B Divide your class into groups of two or three students, and do the dialogue again.

Scenario 2

Keep Updates 保持更新

Ⓐ Listen to the dialogue carefully and write numbers in the blanks to show the correct order of the conversation.

_____ **Jason (J):** I need to add one more room to my reservation. 1

_____ **J:** I'd like to change a reservation. 2

_____ **Receptionist (R):** How would you like to amend your reservation, Mr. Appleton? 3

_____ **J:** No, I want a standard twin for this one. 4

_____ **R:** For both rooms? 5

_____ **R:** Anything else? 6

_____ **J:** Yes, we're planning to visit Alcatraz for the last 2 days. 7

_____ **R:** Room Reservations. May I help you, sir? 8

_____ **R:** In whose name was the reservation? 9

_____ **J:** Jason Appleton. 10

_____ **R:** The same room type as your first booking? 11

_____ **J:** I need to change my booking to 4 nights instead of 6. 12

_____ **R:** Wonderful. It's all done for you. 13

Ⓑ Role play: One student plays the role of waiter while another plays the role of Jason.

Scenario 3

Ask for a Discount 要求折扣

Ⓐ Listen to Dialogue 3 and fill in the grid with correct information.

Name of guest	Length of the stay	Price of the room	Room preference	Discount (Yes) or (No)

Ⓑ Listen to the dialogue again, and do a situational dialogue with your partner.

Front Desk(F): Royal Hotel, can I help you?

Jason(J): Yes. I need a room for three days from May 10 to May 14. Do you have any vacancies?

F: Yes. What kind of room would you like?

J: I'd like a suite with an ocean view, please.

F: No problem, sir.

J: How much will that be?