

PUP6

21世纪全国高职高专

旅游系列

规划教材

酒店管理专业系列



现代酒店实用英语教程

主 编 张晓辉



北京大学出版社
PEKING UNIVERSITY PRESS

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内 容 简 介

本书是根据酒店行业相关岗位群的实际工作需要,以提高酒店从业人员的英语语言交际能力为出发点进行构思、设计和编写的。本书形式新颖、选材独到、内容丰富、语言规范、针对性强,对高职高专院校酒店管理专业学生语言交际能力的强化训练有一定的实用价值。

全书共设 4 个专题、20 个单元,每个单元包括单元要点、酒店情景对话训练、拓展阅读、综合练习和酒店实用写作 5 个模块,内容涉及酒店工作的方方面面。

本书可作为高职高专院校酒店管理专业的教材,也可作为酒店从业人员的业务培训教材和参考读物。

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前 言

本书内容紧贴酒店工作岗位的工作实际,根据酒店对高职院校培养的酒店人的需求特点而编写,具有较强的实用性。本书以酒店英语职业技能发展为中心,将英语语言习得与岗位服务功能及应用文写作结合,将岗位不同的英语服务技能构成若干实训单元,将不同的岗位服务功能构成若干酒店英语服务单元。通过这些单元的综合实践,可提高酒店专业学生的职业技能。

全书共4个专题,分20个单元进行介绍,每个单元均按照以下模块展开:

第一模块是本单元的教学、学习和考核要点,教师要围绕要点组织教学内容、开展课上教学活动,引导学生在学习和备考过程中把握要点,做到学有方向、考有目标,实现教、学、考和用相结合。

第二模块是酒店情景对话训练,所涉及酒店专业用语和句式多为酒店行业常用语,在活学活用的基础上,引导学生总结工作流程,达到举一反三的目的,发现并掌握对话中的“术语”和“句式”。

第三模块是拓展阅读,介绍与本行业相关的背景知识,教师在引导学生熟读并了解短文基本内容的基础上,提炼出若干要点,便于学生了解、掌握及应用技能要点。

第四模块是综合练习,练习设置由浅入深,以此巩固重要语言点和知识点,教师可根据具体情况引导学生在课上集体或课下单独完成此练习。

第五模块是酒店实用写作,包括与酒店工作相关的文件、信函和自我介绍等,旨在帮助学生拓展知识面并能准确地阐述自己的观点和看法。

本书由张晓辉任主编,宋莉莹、安宁任副主编,最后由张晓辉负责全书统稿。

本书在编写过程中,得到了有关酒店和同行的支持与帮助,在此一并表示衷心的感谢!

由于编者水平有限,编写时间仓促,书中疏漏之处在所难免,恳请广大读者不吝指正。

编 者

2014年11月

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Chapter 1

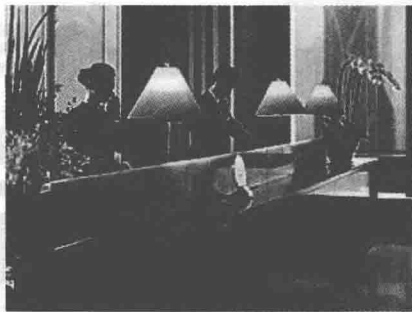
Front Desk

Unit 1 Room Reservations

Key Points Teaching, Learning & Assessment

Subject Description

房间预订是入住酒店必备的一环, 预订咨询可能来自多种渠道, 如打电话、写信、发传真、发电子邮件、发微信或使用在线 QQ 等。受理预订需要高超的交际能力: 既有书面上的, 也有口头上的; 既有面对面的, 也有通过电话的。此时, 工作人员还需要向客人介绍酒店的基本设施、具体位置及房价等。因此, 作为一名酒店的前台服务人员必须对这些内容了如指掌。



Teaching Objectives

After learning this unit, you will grasp:

1. The service procedure to room reservation for guests, including telephone reservation, written reservation (such as email). 为客人预定的服务流程, 包括电话预定、书面预定(例如电子邮件)。
2. How to ask detail information to the guests, and give some useful suggestions to the guests according to their requests and make the confirmation for the reservation. 学会对细节询问, 并学会根据客人的需求提出可供选择的建议, 以及向客人确认预订信息。
3. Have ability to communicate with guests by related sentence pattern about checking in skillfully. 能够熟练运用有关接待投宿的语句和客人交流。

★ Key Points in the Unit

Seven Steps to Room Reservation

- Greet the guest. 向客人问好。
- Ask the guest of the reservation information. 询问客人下列预订信息。
The date of arrival and departure. 客人到达和离开酒店的时间。
The number of guests. 住店的人数。
The room type and the number of rooms. 客人所要的房型和房间数。
- Search for the room available/needed in the computer. 在计算机上查找空房/所需的房间。
- Get the following information from the guest. 从客人那里获得下列信息。
The name of the group or name of the guest. 客人的姓名或团队名称。
The guest's telephone number. 客人的电话号码。
The contact name and his telephone number. 代订人的姓名及电话号码。
- Confirm the reservation. 确认预订。

- Express your wishes. 向客人表示祝愿。
- Form the reservation record. 形成预订记录。

Basic Factors to Room Reservation

- 客人姓名(Guest Name)或团队名称(Name of Group)、编号(Code)。
- 代订人姓名(Contact Name)、联系电话(Telephone Number)、单位(Company Name)及地址(Address)。
- 所需客房的种类(Room Type)及数量(Number of Rooms)。
- 人数(Number of Guests)。
- 国籍(Nationality)。
- 抵/离店日期(Date of Arrival/Departure)、时间(Time of Arrival/Departure)及入住天数(Length of Staying)。
- 折扣优惠(Discount)及付款方式(Payment)。
- 订房入住当天的保留时间(Cut-off Time)。
- 酒店对宾客预订变更、取消预订的规定(Agreement on Reservation Amendments/Cancellation)。



Tips

国内星级酒店的6项标准: ①酒店建筑设备、设施条件; ②酒店的服务项目; ③酒店设备、设施维修程度; ④酒店的清洁程度; ⑤酒店服务质量和管理水平; ⑥宾客意见。



Simulation Training

Situational Case



Case 1

Receiving the FIT Reservation

(S=Staff G=Guest)

S: Good afternoon, International Hotel. Room Reservation. May I help you?

G: Good afternoon. I'd like to reserve a room for next Monday, the 20th.

S: How many guests will there be in your party?

G: Just my wife and myself.

S: And what type of room would you like?

G: A double room with twin beds, please.

S: Please wait for a moment. I'll check our room availabilities for those days... Thank you for waiting, sir. There's a double room at 288 US dollars per night. Will that be all right?

G: Yes, that will be fine. Thank you.

S: With pleasure. May I have your name and telephone number, please?

G: Yes, my name is Tony Brown and phone number is 0064-021-85599.

S: Thank you, Mr. Brown. Let me confirm the detail with you. You've reserved a double room next Monday, the 20th, and your telephone number is 0064-021-85599. Am I correct?

G: Yes, exactly. Thank you.

S: Thank you for your reservation, and we look forward to seeing you. Goodbye.

Case 2

Group Reservations

(S=Staff G=Guest)

S: Good morning, Days Hotel. May I help you?

G: Good morning. I'd like to reserve 10 standard rooms with your hotel for some professors.

S: What date would that be?

G: From 10th to 15th of June.

S: A moment, please, sir. I'll check the reservation record on the computer...Thank you for waiting, sir. I can confirm 10 rooms for those days.

G: Thank you. How much is a standard room per night? And how do you discount for the group reservation?

S: 180 US dollars. We'll give you 10 percent off for the group reservation.

G: That's fine.

S: May I have your name and phone number?

G: George Brown, phone number is 0064-21-2378966.

S: Let me confirm the detail with you. 10 standard rooms with twin beds from June 10th to June 15th.

G: That's right.

S: Thank you, Mr. Brown. We look forward to your arrival. Goodbye.

Tips

客房预订的常见形式: ①临时性预订(Simple Reservation); ②确认性预订(Confirmed Reservation); ③保证性预订(Guaranteed Reservation)。

Case 3

Fully Booked

Context: A guest is calling to reserve a single room. The reservation clerk receives him.

(S=Staff G=Guest)

S: Good morning, reservations. May I help you?

G: I'd like to book a single room for 20th this month.

S: A moment please. I'll check if there is a room available for that day... Oh, I'm sorry, sir. Our hotel is fully booked on the day, because it is the peak season.

G: Oh, that's too bad.

S: Would you like us to put you on our waiting list and call you in case we have a cancellation?

G: Thank you. That's very kind of you. But could you recommend me another hotel that won't be full?

S: Yes, of course. Where would you rather like to be, in downtown or in the suburbs?

G: I prefer a place close to the city center.

S: In that case, I would suggest that you try Days Hotel. The phone number is 800123123.

G: Thank you very much. I really appreciate your help. Goodbye.

S: Goodbye and thank you for calling us.



Case 4

Canceling the Reservation

(S=Staff G=Guest)

S: Good morning. Room reservation. May I help you?

G: I'd like to cancel a reservation.

S: In whose name was the reservation made?

G: Sunny Black.

S: A moment, please. I'll check the computer. Thank you for waiting. I'll cancel Ms. Sunny Black's reservation from 2nd of December for 3 nights. We look forward to another chance to serve you.

G: Thank you. Good bye.

Common Words

reservation	[,rezə'veiʃən]	n.	预订
reserve	[ri'zə:v]	v.	预订
FIT reservation			散客预订
twin	[twin]	adj.	双人的
available	[ə'veiləbl]	adj.	有空的
availability	[ə'veile'biliti]	n.	可得到的东西
rate	[reit]	n.	价格, 费用
group reservation/booking			团体订房
initial	[i'nifəl]	n.	姓名的起始字母
flight number			(飞机)航班号

arrival time			抵达时间
in the name of			以(某人)的名义
confirm	[kən'fə:m]	v.	确认
confirmation	[,kɒnfə'meɪʃən]	n.	确认
percent	[pə'sent]	n.	百分比
discount	['diskaunt]	n.	折扣
expense	[iks'pens]	n.	花费
peak/high season			旺季
cancel	['kænsəl]	n./v.	取消

Notes to the Dialogues

1. Receiving a FIT reservation. 接待散客预订。

FIT: Free (Foreign) Independent Traveler, normally requiring accommodation only.
散客, 通常只需要住宿服务。

2. What type of room would you prefer? 您要哪种房型?

酒店的房型有多种:

单人间	Single Room
大床间	Double Room
双床间	Twin Room
三人间	Triple Room
普通套房	Junior Suite
商务套房	Business Suite
复式套房	Duplex Suite
连接套房	Connecting Suite
豪华套房	Deluxe Suite
总统套房	Presidential Suite

Functional Sentences

预订基本应对

1. Do you have one single room for two nights?
我想订一间单人房, 住两个晚上, 可以吗?
2. How many nights do you wish to stay?
您希望住几晚?
3. Which date would that be?
要订在什么时候?
4. How many guests will there be in your party?
您一行有多少人?

5. May I know your name/phone number/E-mail?
能告诉我您的姓名/电话/电子信箱吗?
6. Could you hold the line, please? I'll check our room availability.
请别挂断好吗? 我来查一下是否有空房间。
7. Would you like to make a guaranteed reservation by credit card?
您愿意用信用卡来担保预订吗?
8. I'd like to confirm your reservation.
我想再确认一下您的预订。

海外预订

1. May I have your airline and flight number, please?
请告诉我您搭乘的航空公司和班机号码好吗?
2. We offer free transportation to and from the airport.
我们提供免费的机场送迎服务。
3. We have a counter at the airport where our representative will escort you to the car.
我们在机场设有柜台, 到时将由机场代表护送您上车。
4. Do you know your arrival time at ××× Airport, sir?
您知道您抵达×××机场的时间吗?
5. Do you mean local time?
您指的是当地时间吗?
6. We look forward to serving you. Have a safe trip.
我们期待能为您服务。祝您一路平安!

对房间和房具的偏好

1. What kind of room would you prefer?
您想要什么样的房间?
2. I'd like to reserve a room with a sea/mountain view.
我想订一间看得到海/山的房间。
3. I'd like a room with a very large bed/balcony.
我想要一间有大床/阳台的房间。
4. Certainly, sir. We'll book you into a room with a Queen-size/King-size bed.
好的, 先生。我们会为您登记一间有大号床/特大号床的房间。

房价和付款事项

1. A single room is 80 US dollars per night, with 10% tax and a 10% service charge.
单人房每晚 80 美元, 外加 10% 的税金和 10% 的服务费。
2. We have a double room at HK\$800 and HK\$1 000 available. Which one would you prefer?
我们有个位在 800 元港币和 1 000 元港币的大床间, 您喜欢哪一种呢?

3. I'm afraid we have no credit arrangements with your company. We will need an advance deposit by bank draft or in cash before the reservation date.

恐怕我们和贵公司没有信用贷款的协定, 您得在预订的日期之前, 预先送来银行汇票或现金作为订金。

4. We offer special rates for your company, sir. For a single room, there is a 15% discount.

我们为贵公司提供特价, 先生, 单人房可以打 8.5 折。

指定的房间没有空缺或酒店客满

1. I'm afraid we have no twin rooms available, but we can offer you a double room.

我们恐怕没有空余的双床房了, 但是可以提供给您一间大床房。

2. I'm afraid we have no suites available. Would you mind a twin instead?

我们恐怕没有空余的套间了。您介意改订双床房吗?

3. I'm sorry, but we are fully booked for those days as it is the peak season.

很抱歉, 因为是旺季, 那段时间的客房都被订光了。

4. Is it possible for you to change your reservation date?

您可不可以改变预订日期呢?

5. This is the busiest season. I'm very sorry, but could you call us again later this week?

We may have some cancellations.

现在是旺季, 非常抱歉, 但是请您这个周末再打电话过来好吗? 可能会有人取消预订。

6. Can you book me into another hotel in the area?

可不可以在当地为我预订另一家酒店?

7. We hope we'll have another opportunity to serve you.

我们期待下次能为您服务。

确认预订

1. Is this a new reservation or a confirmation call?

您这个电话是新的预订, 还是确认预订呢?

2. Your room is confirmed.

您的预订已经得到确认。

3. I'm afraid that we have no record of a reservation (for that date) in your name.

恐怕我们没有您那天预订的记录。

4. When did you make the reservation?

您什么时候预订的?

5. In whose name was the reservation made?

是以谁的名字预订的?

为客人更改/取消/延长预订

1. I'd like to extend my reservation for one more night.
我想将预订再延长一晚。
2. We'll extend the reservation for you.
我将为您延期预订。
3. I'd like to change/cancel a reservation.
我要更改/取消一项预订。
4. Certainly, sir. We'll make the change/cancellation for you.
当然可以, 先生。我们会为您更改/取消预订。



Classroom Activities

Activity I Complete the Following Dialogues

Changing the Reservation

Context: Miss Green, a local travel agent, has booked rooms in Huatian Hotel in the name of Tom Smith. But due to the new schedule of negotiation for changes in the booking, he calls the reservations again to alter his reservation.

(S=Staff G=Guest)

S: Good morning. Huatian Hotel, Room Reservation. How can I help you?

G: Yes. This is Tom Smith calling from New Zealand. _____.
(我想改一下预定日期)

S: How and in whose name has the reservation been made?

G: _____. (以我的名义在网上预定的。)

S: Please wait a moment. _____. (我查一下计算机。) Thank you for waiting. You've booked 10 standard rooms for silk trade negotiation for April 7th, 8th and 9th, is it correct?

G: Right, but the negotiation has been postponed until 4th to 6th of May. Do you think it's possible for us to change the reservation?

S: Let me check the reservation list. Fortunately, we have just 10 _____
(标准间) available for the three days.

G: Very well. And we'll book a business suite as well.

S: Mr. Smith, you need 10 standard rooms and a _____ (商务套间) altogether from 4th to 6th of May. Is that right?

G: Yes, it is. Thanks a lot.

S: It's my pleasure. Goodbye.

Activity II Change the Following into English Orally

——您好! 蓝星宾馆。有什么可以帮忙的吗?

——我想在你们宾馆预订客房。

——请稍后, 把电话给您接过去。

- 预定部, 我能为您做点什么?
- 这是××国际旅行社, 我们想为一个英国旅游团订 6 个单人间和两个双人间, 从 1 月 1 日到 1 月 8 日。
- 请稍后, 我查一下计算机。可以预定。
- 一间房一个晚上多少钱?
- 单人间 150 元, 双人间 230 元。
- 早餐也包括在内吗?
- 不, 早餐是每位 38 元。您还有什么要求吗?
- 没什么了, 谢谢。
- 女士, 请问您叫什么名字?
- 张红。
- 您的联系方式呢?
- ×××-85611860。
- 您预订了 6 个单人间和 2 个双人间, 从 1 月 1 日到 1 月 8 日, 您的联系电话是×××-85611860。对吗?
- 是的。
- 感谢您的来电, 期待为您服务。再见!

Activity III Make Dialogues According to the Given Situations

Role-playing 1

Guest: Your name is Bill Brown. You'd like to book a single room with a shower for October 5th and 6th.

Clerk: You answer the phone and accept the booking.

Role-playing 2

Guest: Your name is Tom Smith. You want to book a double room for September 30th. As the hotel you are calling is fully booked, you'd like to change to another one.

Clerk: You answer the phone and refuse the reservation. You can give him some suggestions.



Extended Reading

General Introduction to Hotel Management



1. Hotel management is a complex process. It involves planning, organization, administration, controlling and coordination of a variety of resources, say, personnel, finance, material goods and information. Hotel management is, in the first place, an economic activity with the double efficiency objectives, both economically

and socially. Furthermore, hotel management is more likely to be an active coordination between inner and outer resources to achieve balance. Hotel management, therefore, carries five basic functions, namely, "Planning, organization, administration, coordination and controlling" respectively.

2. Planning: This function concerns estimating future tendency on the basis of close investigation, setting up objectives, and afterwards formulating a detailed schedule to fulfill those already-made objectives. Planning stands at the doorway of hotel management, for appropriate planning ensures a foreseeable and objective-oriented management and ensures timely solution to any question coming up in the process of management.

3. Organization: It refers to the establishment of an efficient management system with a view to making good use of hotel resources. Organization could be interpreted on four different layers. For one, it is a feasible organization structure with clear-cut department and managerial levels; also it means a whole and effective system in which definite duties and rights of different units are allocated and coordinated with harmony; thirdly, all hotel resources are organized and adjusted with real need in each period; and lastly, that is the general organization of overall activities and separate activities.

4. Administration: This function aims to promote the activities of separate departments and persons under the orders given by superiors. The order or instruction, reflecting the general decision of the hotel, is carried out in the form of language, either oral or written by one or several managerial personnel. Administration differs at different positions. Strategic decisions belong to top management while partial decisions are made on department level, as are supposed to be timely, exact and plenty.

5. Coordination: Managerial personnel make an effort to adjust and interrelate different business operations within the hotel to ensure all departments to develop harmoniously for the overall objectives. To realize this, there are two necessary synchronisms. One is personnel, that is, to coordinate personnel relationship. Interests of single department or unit often outweigh overall goals due to different views people hold. Several ways are available to settle this issue, say, communication, discussion and even rules designed for coordination. The other synchronism is required for operation, as different departments or units cannot be sure to work with the uniform rhythm as they are doing something of different nature and requirement. Such synchronism may be achieved by coordinating effort in terms of work quantity, procedures, operation rules and environment.

6. Controlling: It is to inspect and supervise how well the planning has been going on, as is crucial for the accomplishment of objectives. With this function, potential and real problems could be promptly rectified. Controlling is put into operation throughout the whole business process, consisting of pre-, mid- and post-controlling. Pre-controlling is to eliminate foreseeable problems before operation begins and take precautions. Mid-controlling is based on an efficient feedback system to spot and rectify problems promptly while the operation is

going on. Post-controlling is undertaken when the operation comes to an end. Business results are compared with already-made standards, and in case of deviation, redemption methods should be rightly available.

Questions for Discussion

1. What function does hotel management involve?
2. What does planning concern in hotel management?
3. What does organization refer to?
4. What does administration aim to do?
5. If you were a hotel manager, what would you do to manage the hotel?



Exercises

I. Give the terms or phrases according to the meanings.

1. promote	A. the regulation of diverse elements into an integrated and harmonious operation
2. coordination	B. judge to be probable
3. estimate	C. give a promotion to or assign to a higher position
4. interpret	D. watch and direct
5. ensure	E. be in a relationship with
6. interrelate	F. the trait of practicing caution in advance
7. supervise	G. the inherent capacity for coming into being
8. potential	H. something that interests you because it is important or affects you
9. precaution	I. be careful or certain to do something; make certain of something
10. concern	J. give an interpretation or explanation to

II. Translate the following sentences into English.

1. 酒店里有多种资源，如人员、财务、有形材料和信息。
2. 管理人员要在仔细调查的基础上估计未来趋势，制定目标。
3. 你打算以什么形式来执行该命令？
4. 局部决定应该及时、准确、丰富。
5. 酒店管理人员要努力协调人事关系以确保实现整体目标。
6. 酒店各个部门必须以统一的节奏工作。
7. 管理层正在尽全力改善局面。
8. 我对他表述自己想法的独特用词印象深刻。
9. 在酒店，客人除了住房以外，还可以在产品和服务上消费。
10. 他工作非常努力，以期获得职务晋升。