

21 世纪旅游英语系列教材

北京市教委高校教育教学改革促进项目



酒店情境英语 (上)

王向宁 / 主编

Practical Hotel
English & Knowledge



北京大学出版社
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主 编 王向宁

编 委 胡特赐 魏 力 付媛媛 张艳妍

张 萍 姚天洋 伍秋子 崔新会

主 审 [美]Leo (Liu Zhigang) [美]David Goodsell



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举报电话: 010-62752024 电子邮箱: fd@pup.pku.edu.cn

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The aim of this textbook is to introduce Hotel English and professional knowledge and skills to Chinese readers and students. We are indebted to many sources for the passages and pictures selected for reading. With regard to the issue of copyright, we have made extensive efforts to contact the publishers and authors of these passages and pictures, but for various reasons we have been unable to establish communication in some cases. In these cases we apologize to the publishers and authors in advance and will be happy to make fuller acknowledgement in due course. For any questions concerning copyright and permissions, please contact:

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前言

《酒店情境英语》是北京市教委高校教育教学改革促进项目的成果之一,是面向全国高等院校旅游专业、酒店管理专业、英语专业(旅游、酒店、商务方向)编写的专业英语类教材,同时也可供旅游、酒店行业从业人员作为自学教材和参考书。

本教材明显有别于目前市场上的同类教材。首先,它在内容的选取上颇具特色和创新性,涵盖面客(员工与客人的交流)、面内(内部员工及上、下级的沟通)两个方面。其次,在编排上围绕不同部门的多种实际情境展开,选材上注意典型性和代表性,既强调特点和实用,又详略得当,以期学生可以触类旁通,达到举一反三的学习效果。第三,注重真实和实用性。其中涉及的对话交流部分,无论是面客还是面内,都是作者在实际工作中采录并经过提炼的。第四,版面活泼,提供真实情境图片、常用表格、实用文体等,直观易学。第五,每个单元涉猎广泛,从多元、多角度提供真实的对话交流、岗位及职责、语言训练、专业知识补充等,课文与练习相辅相成,浑然一体。

本教材的作者充分利用了所在酒店管理学院的得天独厚的优质资源优势,在编写过程中,既咨询了大批来自国内外酒店业界人员,也听取了学院每年分散在全国各地四、五星级酒店实习学生的反馈,另一方面,大部分作者均有在酒店顶岗工作的经验。

本教材分上、下两册,共31个单元,内容涵盖酒店所有职能部门,既包括直接对客服务的一线部门:前厅部、客房部、餐饮部、康乐部;又包括负责酒店日常管理及安全的二线部门:人力资源部、安保部、销售部、财务部等。从语言运用角度来讲,本书内容既包括酒店员工对客服务日常用语,又包括酒店员工之间的内部交流用语。教材每个单元由以下8个模块构成:1)Lead-in Activity:通过提问制造悬念,引发学生的好奇心和求知欲;2)Job Description:描述相应工作岗位主要职责;3)Conversation:提供对客服务的日常用语、酒店员工内部交流用语;4)Useful Words and Expressions:补充在对话当中无法涉及的酒店常用语;5)Practical Form:列出酒店常用工作表格、单据及简单公文写作;6)Abbreviations and Technical Terms:介绍酒店工作中常用缩略语或者术语;7)Knowledge:提供实用的酒店知识,扩充学生知识面;8)Exercises:与正文内容相互补充,巩固学生的语言技能和专业知识。

本教材在编写过程中承蒙中瑞酒店管理学院实训基地九十余家酒店相关人员的帮助,承蒙瑞士洛桑酒店管理学院咨询顾问 Alexia, Chen Weicheng, Linda 等的指导,承蒙迪拜卓美亚酒店管理学院 John Fong 的帮助,承蒙本院实习学生的协助,承蒙 David Goodsell, Leo (Liu Zhigang), Dan Garst 在语言上的把关,承蒙中瑞酒店管理学院科研管理中心在配套资金上的鼎力支持,在此表示衷心感谢!

本教材由北京第二外国语学院中瑞酒店管理学院教授王向宁担任主编,参与编写人员为胡特赐、魏力、付媛媛、张艳妍、张萍、姚天洋、伍秋子、崔新会。

鉴于时间仓促、编者水平有限,本教材难免有疏漏、不足之处,欢迎广大读者批评指正。

王向宁

2014年5月

目 录

Contents

Front Office 前厅

Unit 1	Room Reservation 客房预订	1
●	Lead-in Activity 导入	1
●	Job Description 岗位职责	2
●	Conversation 情境对话	2
●	Useful Words and Expressions 实用词汇和表达	4
●	Practical Form 常用表单	5
●	Abbreviations and Technical Terms 缩略语和术语	6
●	Knowledge 实用小知识	7
●	Exercises 练习	8
Unit 2	Guest Check-in 客人入住	10
●	Lead-in Activity 导入	10
●	Job Description 岗位职责	11
●	Conversation 情境对话	11
●	Useful Words and Expressions 实用词汇和表达	13
●	Practical Form 常用表单	14
●	Abbreviations and Technical Terms 缩略语和术语	16
●	Knowledge 实用小知识	16
●	Exercises 练习	17
Unit 3	Concierge Service 礼宾服务	19
●	Lead-in Activity 导入	19
●	Job Description 岗位职责	20
●	Conversation 情境对话	20
●	Useful Words and Expressions 实用词汇与表达	22
●	Practical Form 实用表单	23
●	Abbreviations and Technical Terms 缩略语和术语	24
●	Knowledge 实用小知识	25



● Exercises 练习	26
Unit 4 Telephone Service 电话服务	28
● Lead-in Activity 导入	28
● Job Description 岗位职责	29
● Conversation 情境对话	29
● Useful Words and Expressions 实用词汇与表达	31
● Practical Form 实用表单	32
● Abbreviations and Technical Terms 缩略语和术语	33
● Knowledge 实用小知识	34
● Exercises 练习	35
Unit 5 Business Center 商务中心	37
● Lead-in Activity 导入	37
● Job Description 岗位职责	38
● Conversation 情境对话	38
● Useful Words and Expressions 实用词汇与表达	40
● Practical Form 实用表单	41
● Abbreviations and Technical Terms 缩略语和术语	42
● Knowledge 实用小知识	43
● Exercises 练习	44
Unit 6 Settling Complaints 处理投诉	46
● Lead-in Activity 导入	46
● Job Description 岗位职责	47
● Conversation 情境对话	47
● Useful Words and Expressions 实用词汇与表达	49
● Practical Form 实用表单	50
● Abbreviations and Technical Terms 缩略语和术语	52
● Knowledge 实用小知识	52
● Exercises 练习	53
Unit 7 Guest Check-out 客人离店	55
● Lead-in Activity 导入	55

● Job Description 岗位职责	56
● Conversation 情境对话	56
● Useful Words and Expressions 实用词汇与表达	58
● Practical Form 实用表单	59
● Abbreviations and Technical Terms 缩略语和术语	61
● Knowledge 实用小知识	61
● Exercises 练习	62

Housekeeping 房务

Unit 8 Chamber Service 客房清理	64
● Lead-in Activity 导入	64
● Job Description 岗位职责	65
● Conversation 情境对话	65
● Useful Words and Expressions 实用词汇与表达	68
● Practical Form 实用表单	69
● Abbreviations and Technical Terms 缩略语和术语	70
● Knowledge 实用小知识	71
● Exercises 练习	73
Unit 9 Laundry Service 洗衣服务	75
● Lead-in Activity 导入	75
● Job Description 岗位职责	76
● Conversation 情境对话	76
● Useful Words and Expressions 实用词汇与表达	79
● Practical Form 实用表单	80
● Abbreviations and Technical Terms 缩略语和术语	82
● Knowledge 实用小知识	82
● Exercises 练习	83
Unit 10 Maintenance Service 维修保养	85
● Lead-in Activity 导入	85
● Job Description 岗位职责	86
● Conversation 情境对话	86
● Useful Words and Expressions 实用词汇与表达	88

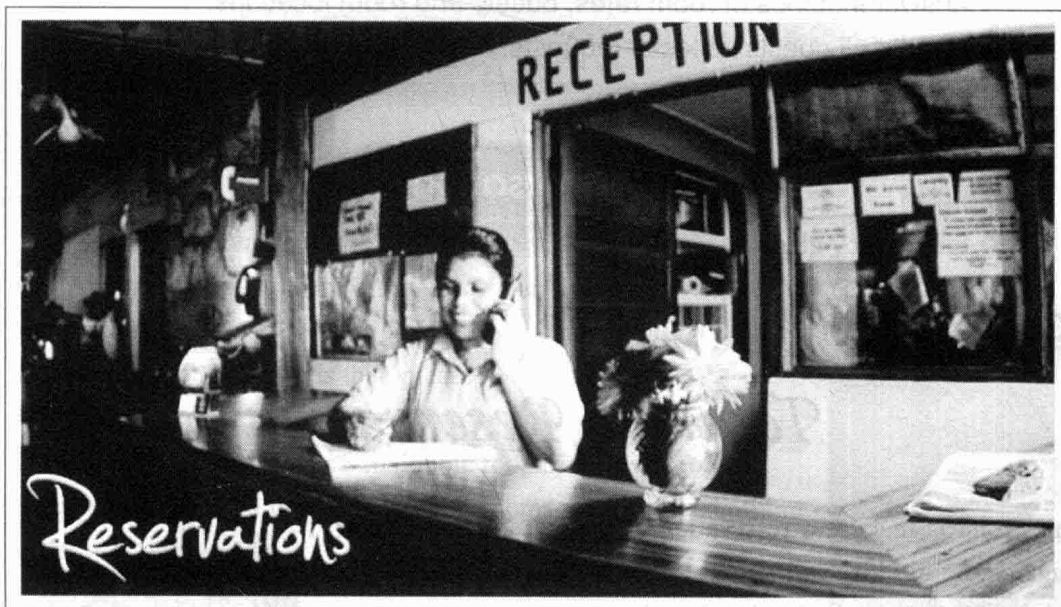
● Practical Form 实用表单	89
● Abbreviations and Technical Terms 缩略语和术语	91
● Knowledge 实用小知识	92
● Exercises 练习	92
Unit 11 Special Service 特殊服务	95
● Lead-in Activity 导入	95
● Job Description 岗位职责	96
● Conversation 情境对话	96
● Useful Words and Expressions 实用词汇与表达	98
● Practical Form 实用表单	99
● Abbreviations and Technical Terms 缩略语和术语	101
● Knowledge 实用小知识	102
● Exercises 练习	102
Unit 12 Communicating with Staff 员工交流	105
● Lead-in Activity 导入	105
● Job Description 岗位职责	106
● Conversation 情境对话	106
● Useful Words and Expressions 实用词汇与表达	108
● Practical Form 实用表单	109
● Abbreviations and Technical Terms 缩略语和术语	110
● Knowledge 实用小知识	111
● Exercises 练习	112
Food and Beverage (I) 餐饮(一)	
Unit 13 Reservation and Seating Guests 预订与领位	114
● Lead-in Activity 导入	114
● Job Description 岗位职责	115
● Conversation 情境对话	115
● Useful Words and Expressions 实用词汇与表达	117
● Practical Form 实用表单	118
● Abbreviations and Technical Terms 缩略语和术语	120
● Knowledge 实用小知识	120

● Exercises 练习	121
Unit 14 Taking Orders 点餐	123
● Lead-in Activity 导入	123
● Job Description 岗位职责	124
● Conversation 情境对话	124
● Useful Words and Expressions 实用词汇与表达	127
● Practical Form 实用表单	128
● Abbreviations and Technical Terms 缩略语和术语	130
● Knowledge 实用小知识	130
● Exercises 练习	131
Unit 15 Serving Dishes 上菜	133
● Lead-in Activity 导入	133
● Job Description 岗位职责	134
● Conversation 情境对话	134
● Useful Words and Expressions 实用词汇与表达	136
● Practical Form 实用表单	137
● Abbreviations and Technical Terms 缩略语和术语	139
● Knowledge 实用小知识	139
● Exercises 练习	140
Unit 16 Room Service 客房送餐	142
● Lead-in Activity 导入	142
● Job Description 岗位职责	143
● Conversation 情境对话	143
● Useful Words and Expressions 实用词汇与表达	145
● Practical Form 实用表单	146
● Abbreviations and Technical Terms 缩略语和术语	148
● Knowledge 实用小知识	148
● Exercises 练习	149
练习参考答案	151
参考书目	158

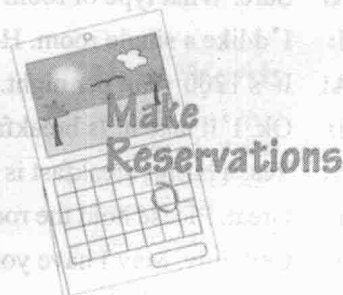
Unit 1 Room Reservation

Lead-in Activity

Look at the pictures and discuss the questions.



- What is a reservationist?
- What does he or she do everyday?
- Would you like to be a reservationist?



Job Description

Reservationist

- Book, change, or cancel reservations;
- Be familiar with the opera system and phone system;
- Verify customer information and payment options;
- Answer inquiries of room rates, outlets and room locations;
- Handle all guests' special requests.

Conversation

Conversation 1

Taking a Reservation

(Scene: John is making a reservation at the Reservation Center through a long-distance call.)

(A= Amanda, Reservationist; J=John, Guest)

A: ABC Hotel. Reservation Centre. Amanda speaking. How may I help you?

J: Hi, I'd like to book a room during the international conference.

A: Sure. What type of room would you like?

J: I'd like a single room. How much is it for a night?

A: It's 1200 yuan per night.

J: Ok. I'll take it. Is breakfast included?

A: Yes, a buffet breakfast is served on the 3rd floor.

J: Great. Please hold the room for me.

A: Certainly. May I have your name, please?

J: Yes. John Smith.



New Words

reservation *n.* 预订

conference *n.* 会议, 会谈

buffet *n.* 自助餐

A: Ok. Mr. Smith, I'll also need your credit card number and expiration date.

J: Fine. The credit card number is 3728 024906 54259, and the expiration date is 02/24.

A: Right. I've made the reservation. We look forward to your coming.

J: Thank you for all your help.

credit *n.* 信用, 荣誉
expiration *n.* 终止, 期满

Conversation 2

Confirming a Reservation

(Scene: Amanda is confirming a reservation with Tom at the Reservation Center.)

(T=Tom, Guest from a travel agency; A= Amanda, Reservationist)

A: ABC Hotel. Reservation Centre. Amanda Speaking. How may I help you?

T: Hi, Amanda. This is Tom from Sunshine Travel Agency. I am calling to confirm our reservation.

A: Hi, Tom. Which booking is that, please?

T: It's the group reservation for May 5th to 10th.

A: One moment, please. That's 20 double rooms, sea view rooms.

T: That's correct. And don't forget the rooms should be adjoining ones.

A: Ok. We've blocked off the 18th floor.

T: That's great. What are the charges again?

A: For a double room, it's 1500 *yuan* per day. We offer a 10% discount for group reservation.

T: Great. Can you confirm my reservation now?

A: OK, I'll have the confirmation number in a moment.

T: Good.

A: It's confirmed. The confirmation number is T2391, T for Tom.

T: Thank you, Amanda.

A: You're welcome, Tom. Look forward to seeing you.



New Words

confirm *v.* 证实, 确定
adjoining *adj.* 毗邻的
block off 封锁, 封闭
charge *n.* 费用
discount *n.* 折扣

Conversation 3

Canceling a Reservation

(Scene: Amanda is receiving a phone call from Mrs. Scott who wants to cancel a reservation.)

(S= Mrs. Scott, Guest; A= Amanda, Reservationist)

A: Hello. Is that the Reservation Desk?

A: Yes, it is. This is Amanda. How can I help you?

S: Oh, hi, Amanda. This is Mrs. Scott. I made a reservation in your hotel last week.

A: Mrs. Scott, just a moment please. Yes, it is for four nights, from the 14th to 18th.

S: That's right. I'm very sorry, but I want to have a cancel.

A: That's fine. Would you like to modify it?

S: No. You see, my husband couldn't be with me because of his business trip.

A: I am sorry to hear that.

S: So I've decided to postpone my trip.

A: I understand. I've cancelled your reservation, Mrs. Scott.

S: Thank you, but will there be a cancellation charge?

A: No, because you're canceling more than 48 hours before the date.

S: Thank you so much. I'll keep your hotel in mind.



New Words

cancel v. 取消, 作废

modify v. 修改

business trip 商务旅行

postpone v. 延期, 推迟

Useful Words and Expressions

outlet 出口

opera system 预订系统

payment option 支付方式

room rate 房价

room location 房间位置

free parking 免费停车

high season 旺季

How long will you be staying? 您会在这儿住多久?

Let me check. 我来核对一下。

We have a vacancy. 我们有空房。

There are no rooms left. 我们已经没有空房了。

We are sorry to inform you that... 很抱歉通知您……

We look forward to serving you. 我们期待为您服务。

We are completely full now. 我们的房间都已经预订满了。

low season 淡季

half board plan 半食宿

full board plan 全食宿

I'd prefer a view of the city. 我想要一个观景房。

I'd rather be on the top floor. 我更想住在最高层。

I want a non-smoking floor. 我想住在无烟楼层。

Practical Form

Reservation Form 预订表

GUEST: 客人:		
Name: 姓名:		Mr./Mrs/Ms. 先生/太太/小姐
Address: 地址:		
Telephone: 电话号码:		
RESERVATION: 预订:		
Arrival Date: 抵店日期:		Departure Date: 离店日期:
No. of Nights: 拟住天数:	No. of Rooms: 拟住房间数:	No. of Adults: 拟住成人数:
No. of Children (under 12 years): 拟住小孩数(12岁以下):		
ROOM TYPE: 房型:		
☐ Single 单人间 ☐ Double 双人间 ☐ Family 家庭房 ☐ Executive Suite 行政套房 ☐ Presidential Suite 总统套房		
Rate: 房费:		Remarks: 备注:
MEAL PLAN: 订餐计划:		
☐ European Plan (room only) 欧式配套(只供住房) ☐ Continental Plan (bed & breakfast) 大陆式配套(住房+欧陆式早餐) ☐ Modified American Plan (half board) 简易美式配套(住房+美式早餐+晚餐) ☐ American Plan (3 meals) 美式配套(住房+美式早餐+午餐+晚餐)		
ADDITIONAL DETAILS: 其他信息:		
Confirmed: 已确认预订 Yes 是 No 否		
Reservation Clerk: 预订员		Date: 日期

Confirmation Mail 确认函

Mr. Tom Wilson
Sunshine Travel Agency
24 Park Lane, New York, CA 94112

Dear Mr. Wilson,

We are pleased to confirm your reservation for May 5—10.

Your confirmation number is: T2391.

Your reservation details are as follows:

- Room type: 20 double rooms (adjoining ones)
- Total stay: 5 nights
- Meal plan: MAP (half board)
- Rate: 1500 yuan per night (10% discount for group reservation)
- Special requests: fresh flowers in rooms, parking, early check-in

Thank you for choosing the ABC Hotel.

Sincerely,

Alice Wong
Reservation Supervisor

Abbreviations and Technical Terms

ADR: Average Daily Rate 日平均房价	CRS: Central Reservation System 中央预订系统
EA: Expected Arrival 预计到店	ETA: Estimated Time of Arrival 预计到店时间
ED: Expected Departure 预计离店	ETD: Estimated Time of Departure 预计离店时间
FO: Front Office 前厅部	FOM: Front Office Manager 前厅部经理
GRP: Group 团体	HF: High Floor 高层
LF: Low Floor 低层	RES: Reservation 预订
RM: Room 房间	R/N: Room/Night 间夜
RR: Room Rate 房费	RSVN: Reservation 预订部
T/A: Travel Agent 旅行社	VCRO: Virtual Central Reservation Office 预订中心的预订系统