

Idiomatic English

地道英语一百句丛书

地道英语 | ● **饭店**

100
Sentences
Series

100句

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本书导读

本书精选饭店的各项服务的常见会话，较为详尽地介绍相关知识，是一本有助于饭店从业者提高英文专业知识、加强与顾客之间的沟通、提高服务水平的理想读物。

本书结构上分为客房和餐饮服务两大部分，内容接近生活，语言表达多样，极富口语化。融相关专业术语于灵活的对话中，可读性强。

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Part I

**Housekeeping
Department**

第一部分

客房部分



UNIT 1 Reserving a Room

预订房间

□ Required Patterns 必通句型

1. I'd like to reserve a room for tonight.
2. Any rooms available for tonight?
3. Sorry, we are all booked up for tonight.
4. I'd like a room with a bath.
5. How much for one night?
6. Do you service breakfast?

1. 我今晚想预订一间房。
2. 今晚有空房吗?
3. 真是抱歉,今晚客满了。
4. 我要有浴室的房间。
5. 住一个晚上要多少钱呢?
6. 你们供应早餐吗?

● Substitution Drills 举一反三

1.

Can
May

 I help you?

2. I hope you

like the room
like the place
can help me
don't mind

3. What does the

window
room
bed room
sitting room

look out on?

☺ Gab Conversations 能说会道

Dialogue 1:

A: The Youth Hotel.

B: Are there any room available for two girls tonight?

A: Yes, but how many nights will you stay?

B: Probably two nights.

A: OK.

B: How much do you charge for a bed per night?

A: That's 20 yuan. When will you come?

B: At about 10:00. Can we reserve them?

A: Yes, but make sure you arrive before 11:00 otherwise we'll cancel your reservation.

B: We will. My name is Wang Hong.

A: Miss Wang. OK.

B: Thank you very much.

Dialogue 2:

A: Room Reservations. May I help you?

B: Yes, this is the World Trade Exhibition Company. I would like to reserve ten double rooms with twin beds for five days.

A: From which date?

B: From March 12 to March 16.

A: One moment, please, sir. . . Yes, we can confirm ten rooms for five days.

B: Thank you. Is there a special rate for group reservations?

A: Yes, sir. There is a twenty percent discount. Therefore, it is ninety-six U. S. dollars per night. There ' s also a ten percent service charge and a five percent government tax.

B: That ' s fine.

A: Sir, as we have no credit arrangement with your company, we need an advance deposit by company cheque or in cash before the reservation date.

B: That ' s all right.

A: May I have your name, please?

B: Wang Chongyang of the Administration Department.

A: How will the guests be getting to Hong Kong, by air?

B: Yes.

A: Could you give me their flight number?

B: Yes, CX401. Their flight will arrive at 5:00, so they should be there by 8:00.

A: Thank you very much. My name is Wang Cong. If you have any queries, please contact with me.

B: Oh, yes! We will hold a conference on March 14. Have you got a function room for fifty people?

A: Yes, sir. We have a very nice function hall but you have to apply for it to the banquet department. Please hold on and I'll see if I can put you through.

B: Thank you.

Dialogue 3: Room Reservations

A: Good morning, Room Reservations. Can I help you?

B: I'd like to reserve a room for next Friday to Sunday.

A: Which kind of room would you prefer?

B: I want a triple room with harbour view.

A: I'm sorry. We don't have triple rooms.

What we do is to put an extra bed in the double room. Would that be alright?

B: I see. Then I prefer a connecting room.

A: We do have connecting rooms but they are all facing the city center, not the harbour.

B: It's too bad. Let me think about it. I'll get back to you later. Thank you very much.

Goodbye.

A: Thanks for calling. Goodbye.

Dialogue 4:

A: Good morning, may I help you, sir?

B: We have reservations here until the 30th.
I'm Paul Roberts.

A: Just a moment, please, Mr. Roberts. Let me check. . . . yes. It's for you and Mr. Hall. Is that correct?

B: That's correct.

A: We've reserved two rooms on the 3rd floor. Is that satisfactory?

B: Would it be possible to change that to upper floors? I hate noise from the street.

A: Yes, I think that's possible. . . how would

you like rooms on the 7th floor?

B: That's all right.

A: But they are not adjacent rooms. One room is facing south, and the other is on another side of the corridor.

B: Well, no problem.

A: So your room numbers are 7121 and 7134. Would you please fill out this form?

B: What's the rate, please?

A: The rate is \$ 156 each night plus service charge.

B: By the way, what are the hours at the Business Centre? We'd like to send some message back to the head office.

A: It offers round-the-clock service. Do you have anything urgent to send? I can manage it for you right now.

B: No, it's not that urgent. Thank you.

A: You are welcome. Enjoy your stay here.

B: Thank you, we will.

Dialogue 5:

A: Qingyuan Hotel.

B: I'd like to reserve a double room. I'll be arriving next Monday, the 15th. My name is Smith.

A: A double room for the 15th? The name is Smith?

B: Yes, that's right.

A: How long will you be staying?

B: Three or four days—perhaps longer.

A: Very good, sir. We'll be expecting you next Monday, the 15th.

Dialogue 6:

A: Good evening. May I help you?

B: Good evening, I'd like to have a room for a couple of days.

A: May I have your name, please?

B: Li Quan.

A: Do you have a reservation with us?

B: No. I came here at short notice and did not have time to make reservations.

A: I see. What kind of room would you prefer? We have single rooms, double rooms and suites.

B: I'd like to have a single room, preferably facing south.

A: OK. I'll arrange it for you. Room 1020 on the tenth floor, facing south.

B: Good. How much is it for a day?

A: 50 yuan.