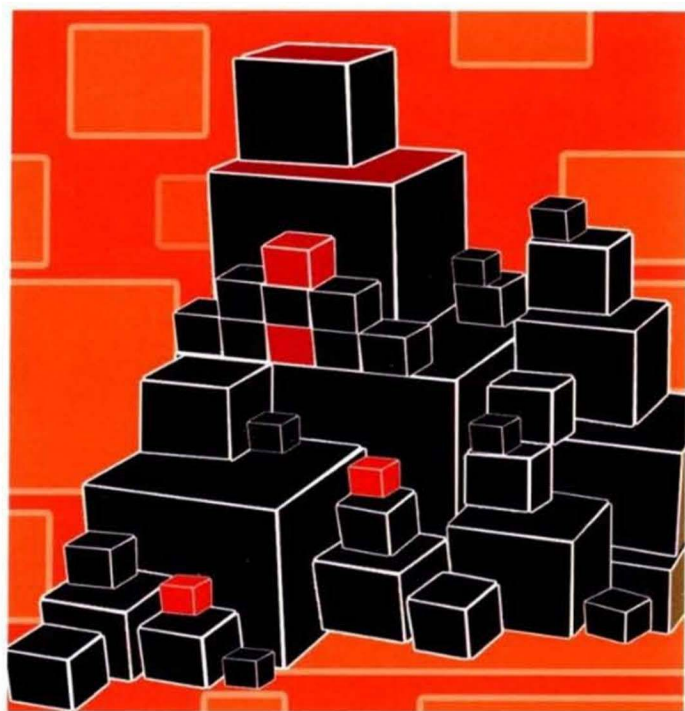




全国高等院校基于工作过程的校企合作系列教材



Practical English for
Hotel Service Reference Book

中英文酒店服务 实训教程 辅导用书

汉英对照

主编 曾元胜 丘 敏



对外经济贸易大学出版社
University of International Business and Economics Press



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对外经济贸易大学出版社

中国·北京

图书在版编目 (CIP) 数据

中英文酒店服务实训教程辅导用书: 汉英对照 / 曾元胜, 丘敏主编. —北京: 对外经济贸易大学出版社, 2013

全国高等院校基于工作过程的校企合作系列教材
ISBN 978-7-5663-0738-5

I. ①中… II. ①曾… ②丘… III. ①饭店 - 商业服务 - 英语 - 高等学校 - 教学参考资料 IV. ①H31

中国版本图书馆 CIP 数据核字 (2013) 第 151213 号

© 2013 年 对外经济贸易大学出版社出版发行

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中英文酒店服务实训教程辅导用书 Practical English for Hotel Service Reference Book

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北京市朝阳区惠新东街 10 号 邮政编码: 100029
邮购电话: 010-64492338 发行部电话: 010-64492342
网址: <http://www.uibep.com> E-mail: uibep@126.com

山东省沂南县汇丰印刷有限公司印装 新华书店北京发行所发行
成品尺寸: 185mm × 260mm 16.5 印张 382 千字
2013 年 9 月北京第 1 版 2013 年 9 月第 1 次印刷

ISBN 978-7-5663-0738-5

印数: 0 001 - 1 000 册 定价: 29.00 元

出版说明

教育部[2006]16号文中提出：“要积极推行与生产劳动和社会实践相结合的学习模式，把工学结合作为高等职业教育人才培养模式改革的重要切入点，带动专业调整与建设，引导课程设置、教学内容和教学方法改革。”与之相对应的课程开发方式和课程内容的改革模式是“与行业企业共同开发紧密结合生产实际的实训教材，并确保优质教材进课堂”。“全国高等院校基于工作过程的校企合作系列教材”正是对外经济贸易大学出版社在高等职业教育课程建设领域的最新研究成果。

本系列教材适用于全国高职高专院校英语专业的商务/应用/外贸/旅游等英语方向以及国际贸易、国际商务或财经类专业的学生；同时适用于全国各高等院校应用型本科英语专业的商务英语方向和国际贸易、国际经济、国际商务及国际工商管理等商科专业的学生。

本系列教材主要呈现以下特点：

1. 体现“基于工作过程”

在我国高等职业教育新一轮课程改革中，我们学习、引进并发展了德国职业教育的一种新的课程模式——基于工作过程的课程模式，指“为完成一件工作任务并获得工作成果而进行的一个完整的工作程序”建立起来的课程体系。

2. 突出“校企合作”

课程体系的“校企合作”以教师和企业人员参与为主体，是“校企合作，工学结合”的人才培养模式发展的必然产物，旨在提高学生的综合能力，尤其是实践能力和就业能力，实现学校教学与工作实践的零距离。

“全国高等院校基于工作过程的校企合作系列教材”的课程方案与传统的课程方案相比，它打破了高等职业教育学科系统化的课程体系，在分析典型职业活动工作过程的前提下，按照工作过程中的需要来设计课程，以突出工作过程在课程框架中的主线地位，整合优化了理论知识与实践活动。教材编写过程中，教师结合自身的教学实践、调研论证和外贸专家对工作岗位的实际要求来安排课程结构和内容，形成了具有特色的基于工作过程的校企合作系列教材体系。

本套教材涵盖三大模块：语言技能类、专业英语类、专业知识类。作者都是本专业的“双师型”教师，不仅具有丰富的语言教学经验，而且具备企业第一线的工作经历，主持或参与过多项国家或省市级相关科研项目，这为本套教材的编写质量提供了有力的保证。

语言技能类

商务英语听说

实用商务英语口语教程

国际商务英语口语实训

致用商务英语阅读（上册）

致用商务英语阅读（下册）

外贸函电与单证实训教程

商务英语函电

旅游英语写作实训教程

商务翻译实务

商务英语口译

英语语法实训教程

专业英语类

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外事接待实务英语

中英文酒店服务实训教程

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进出口报关实务

报检实务

国际市场营销实务

涉外企业管理实务

生产物流运作实务

集装箱运输实务

国际贸易实务（双语版）

国际货运代理实务

国际商务单证实务

跨文化交际技巧——如何与西方人交往

商务谈判实务（英文版）

值得注意的是，本系列教材不是封闭的，它随着教学模式和课程设置的变化，将不断推出新的内容，以丰富整个体系。

同时，本套教材均配有辅导用书和 PPT 课件等立体化教学资源，供教师教学参考（下载网址：<http://www.uibep.com>）。

对外经济贸易大学出版社

2013年1月

前 言

高等职业教育“以服务为宗旨，以就业为导向”，采用“校企合作、工学结合”的模式培养生产、管理和服务一线的高技能应用型人才。高职教材是课程目标的载体，作为教学的主要工具，教材既是联系教与学的有效途径，也是课程建设的重要组成部分，更是课程改革发展成果的凝结与体现。教材的建设和开发应贯彻“教、学、做”一体的高职教育理念，充分体现学习内容和职业能力要求的融合，加强针对性和实用性，以跟上科技发展和生产工作实际的需求。

为了顺应高职酒店英语教学改革，我们通过多年的教学实践和反复论证，并走访了广州多家涉外酒店，编写了以工作过程为导向的《酒店英语实训教程》。其主要特点是：

1. 教材的编写体现了课程内容与职业标准对接、实训过程与行业服务流程对接的高职教材编写理念。将涉外酒店管理与服务的不同岗位技能要求和工作流程转换成课程内容，融入到教学实训的各环节中。以涉外酒店服务工作任务（项目）为牵引，组织实训教学内容，注重工作过程与教学过程的互渗互融。涉外酒店工作流程中的每一个具体的工作任务在教材中都有对应的实训项目，学生以完成工作任务为主要学习方式，实训项目展开的过程就是完成实际工作任务的过程。充分体现了“教、学、做”一体的高职教育理念，有利于提高学生的实践能力和就业能力，实现学校教学与工作实践的零距离结合。

2. 改变了传统的酒店英语教材只注重酒店英语知识的系统介绍，实训目的不明确，实训要求不清晰，实训情景设置不充分，实训内容不足的现状，按高职实训课程标准的的要求，把“应知”、“应会”的知识和技能落实到每一个实训项目中，使学生对实训的目的和要求更加清晰明了。

3. 教材遵循了针对性、实用性和可操作性原则。尤其值得一提的是，近些年来，不少酒店涉足展会服务项目，教材第五章 Exhibition Service 顺应了酒店对员工进行展会服务技能培训的要求。教材共分 Front Desk, Housekeeping, Restaurant service, Business Center, Convention and Exhibition Service 五个章节。辅导用书，含有两个拓展训练 Health & Recreation 和 Other Services，同时配有知识链接的译文和情景训练的参考答案，酒店服务日常用语及词汇等。课程练习部分通过思维导图帮助学生复习知识、技能要点、服务流程等，以提高学生学习和实训的效果。

4. 本教材是校企合作开发。教师和行业、企业人员共同参与开发教材，是“校企合作，工学结合”培养人才的重要途径之一。参与教材编写的是具有酒店行业工作背景的“双师素质教师”，同时，豪庭酒店（广州）李扬总经理、礼顿酒店（广州）陈田爱经理等涉外酒店行业专家直接参与了教材的编审工作，增强了教材内容的实用性和针对性。

教材编写过程中，丘敏、禹琴、郑鹤彬等老师参与教材编写的全过程，做了大量的

工作，豪庭酒店（广州）李扬总经理、礼顿酒店（广州）陈田爱经理也为教材的编写投入了大量的精力，特藉此机会表示衷心地感谢。

由于编者水平有限，时间紧迫，错误和疏漏之处一定不少，敬请各位行业专家、同行和同学们批评指正。

编 者
2013年6月

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第一部分

拓展训练



拓展训练一

康乐服务

Chapter VI Health & Recreation

实训要求:

通过本章实训,要求学生熟悉康乐服务领域的术语,如健身、美体、美容美发等等;并能够自如地向客人介绍或推荐该酒店的康乐服务项目。

Students are required to get familiar with the terms for sports services, body care services, facial care services and hairdressing services and learn to introduce and recommend these health and recreation services to the guests.

实训项目一: 康体服务

Body Care Services

实训目标

应 会	应 知
<ol style="list-style-type: none">1. 各种球类运动的使用和功效2. 各类健身器械的使用与功效3. 泳池使用与游泳功效4. 专业术语	<ol style="list-style-type: none">1. 器械操作与简单维修2. 意外救助3. 康体服务的推荐技巧



Warming up

Match the words in the left column with the proper Chinese equivalents in the right

column.

- | | |
|-------------------------|-----------|
| 1 billiard room | A 室内网球场 |
| 2 sauna proper | B 迪斯科舞厅 |
| 3 ball hall | C 健身 |
| 4 body building | D 桑拿浴室 |
| 5 beauty salon | E 台球室 |
| 6 discotheque | F 舞厅 |
| 7 indoor tennis | G 美容院 |
| 8 D.J | H 住店教练 |
| 9 bowling center | I 调音师 |
| 10 aerobics | J 微型高尔夫球场 |
| 11 recreation attendant | K 保龄球场 |
| 12 resident coach | L 烫发 |
| 13 mini golf | M 康乐部服务员 |
| 14 permanent wave | N 健美操 |

**情景实训 1: 健身中心服务**

戴尔公司的迈克尔·布朗先生入住 1308 房间,想到健身房要做一些健身运动。作为服务员,简要介绍馆内的健身器材并向客人推荐一些适合的健身项目。由于布朗先生是新手,该服务员为他介绍了两个运动,并告诉他一些注意事项。

Situational Training1: Health Center Services

Michael Brown from Dell, a guest in room 1308, wants to do some exercises in the gym. The clerk, who is the receptionist, introduces the apparatus briefly and recommends some exercises suitable for him. As Mr. Brown is a starter, the receptionist introduces two types of exercises to him and tells him what to notice before and during the exercise.

Now, please stimulate a conversation according to the situation.

Useful Words and Expressions

gym/gymnasium 健身房, 体育馆
 stadium 体育馆
 strengthen 加强, 变坚固
 muscle 肌肉
 apparatus 设备, 装置

jogging 慢跑
 stretch 伸展、张开
 treadmill 跑步机
 overstress 使……压力过大
 build up 增进(健康), 锻炼(身体)

lift weights 举重

swimming class 游泳课

regular exercise 定期运动

light exercise 轻松的运动

overweight 过重的, 太胖的

overdo 做得过分

abdomen 腹部

bicep 二头肌

tricep 三头肌



Sample Dialogue 1

A=clerk B=Brown

A: Morning, sir. Welcome to the health center. Can I help you?

B: I'd like to take some exercises. Could you tell me what facilities do you have here?

A: Certainly, sir. We have a well-equipped gym with all the latest recreational sports apparatus—exercise bicycles, weights, swimming pools, tennis court—that sort of thing. You may find more details in this guide.

B: Wow, you've got a lot of apparatus here. What kinds of exercise can I do here?

A: Basically there are two types: the ones for aerobics and the ones for strengthening your muscles. Which one do you prefer?

B: Well, actually, I am a starter. I heard intense exercise can hurt the muscles.

A: Hmm, that depends on what you like and how you do it. Be careful when choosing the right type of exercise for yourself. Some people want to be in good shape in a short time, so they overstress their bodies and can get hurt that way. But if you take it slowly then you won't.

B: What do you recommend?

A: If your heart is weak, for example, you should start with some light exercises. If you are overweight, know your limits. In a word, don't overdo it. Look, here, these can strengthen your arm and upper body, and those can strength your legs. Various balls are also good forms of exercise; they can achieve the same results as well.

B: You know, since I am new.

A: Well, if you are a starter, I recommend you to take some light exercises like the treadmill or things like that, and gradually you can exercise more. See, there are many different forms of physical exercises that suit different tastes and needs. All in one, Rome was not built in one day, so do it step by step. By taking regular exercises every day, your level of energy will increase and you will sleep better at night.

B: Thanks. You are really helpful.

A: My pleasure, sir. Enjoy yourself. Call me anytime if you need any help.



学以致用

Learn and Practice More

情景对话实训

Complete the following dialogue according to the Chinese given in the brackets then read the dialogue in roles.

A=customer B=clerk

A: My doctor has told me I must _____ 1 _____ (保持好的身体状态). I hear that your hotel is one of the best ones in China for that kind of thing. Could you tell me _____ 2 _____ (你们这里有什么设备吗)?

B: Well, we have a well-equipped keep-fit gym, with all the latest recreational sports apparatus: exercise bicycles, weights, wall bars, etc.

A: _____ 3 _____. (听起来很有趣。)

B: We also have an excellent sauna.

A: Very good. What about swimming?

B: Yes, you can enjoy a dip in our heated swimming pool.

A: Oh, good. _____ 4 _____. (谢谢你提供的信息。)

B: My pleasure, sir.

Make up a dialogue according to the following situation.

Mr. Brown is from America. He's on business trip in China and asks the receptionist of the hotel he stays in for information about the health training center. The receptionist is going to introduce the health center to Mr. Brown and talk about advantages of doing gym.



情景实训 2: 泳池服务

戴尔公司的迈克尔·布朗先生入住 1308 房间, 想去游泳。服务员 1 介绍了游泳池的费用, 布朗先生想把费用附加在他的酒店账单中。服务员 2 向布朗先生指了指如何去游泳池的路, 并告诉他游泳前要先冲水和洗脚。救生员跟布朗先生讲了游泳池的温度和深度, 并说了一些游泳的好处。

Situational Training 2: Swimming

Michael Brown from Dell, a guest in room 1308, wants to swim. Clerk 1 introduces the cost of the swimming pool and Mr. Brown decides to settle the payment with his hotel bill. Clerk 2 shows the way to the swimming pool for Mr. Brown and tells him to take a shower and dip his feet in the disinfect pool before swimming. The life guard tells Mr. Brown the

temperature, the depth of the water, and the advantage of swimming. The life guard tells him it's good for health as well as beauty.

Now, please stimulate a conversation according to the situation.

Useful Words and Expressions

indoor/outdoor 室内/外的, 户内/外的

centigrade 摄氏

shallow area 浅水区

deep area 深水区

no wonder 难怪

stamina 耐力、毅力

dressing cabin 更衣室

locker 存衣柜

play sports 参加运动

physical exercise 锻炼身体

keep/stay in good shape 保持良好体型

life guard 救生员

natatorium 游泳馆

open-air/indoor pool 室外/室内泳池

gentleman's/lady's changing room 男/女

更衣室

bathing trunks 游泳裤

swimming cap 泳帽

rubber float 游泳圈

buyout 游泳圈

bathing suit 泳衣

underwater swimming 潜泳

swim lane 泳道

dip 浸、泡

diving 跳水

cramp 抽筋、痉挛

take a shower 洗淋浴

first aid 急救

artificial respiration 人工呼吸

No worries. This is a heated swimming pool. The temperature is as high as 28 centigrade.

别担心, 泳池是温水泳池, 水温高达 28 摄氏度。

You may have a dip in our heated swimming pool. 您可以去温水池泡一泡。

If you can't swim well, you can swim in the shallow area. It is a half meter to two meters deep. 如果您不太会游泳, 可以在浅水区, 深度是半米到 2 米。



Sample Dialogue 2

A=clerk1 B=Br own C=clerk2 D=lifeguard

A: Morning, sir. What can I do for you?

B: It's a boiling day, isn't it? I want to dip in the water all day. What about the charge of swimming?

A: It's 68 Yuan per time (no longer than three hours) per person. How would you like to pay?

B: I'd like to settle it with my hotel bill.

A: Then please show me your room card. And please sign the form.

B: Done, here you are.

A: Here is your key to the changing-room cabinet. Please return it to the service counter in the end.

(Mr. Brown arrives at the changing-room.)

C: Welcome to the changing room, sir. Let me see your key tablet number. This way please. Here is your locker.

B: That's good.

(After Mr. Brown changed to bathing suit and swimming cap.)

C: Sir, that is the way to the swimming pool. For your health, before you go into the pool, please take a shower at first, and dip your feet in the disinfect pool. Please mind your step.

B: All right.

(Mr. Brown goes to the swimming pool.)

D: Hello, sir. Welcome to swim here. Would you like to do some warm-up exercises before swimming in order to avoid muscle cramp?

B: You are so kind to say so. What about the temperature of the water?

D: 28 centigrade.

B: What about the depth?

D: The depth changes constantly from shallow to deep. The shallow area is a half meter to two meters deep. If you are a new to swim, I suggest you practice here. Don't worry, the life guard nearby is getting ready to help you whenever you need.

B: That would be wonderful. Hey, by the way, I want to have a good figure. Is swimming the right choice?

D: Absolutely, not only good shape, but also good health. Swimming is the best exercise to achieve both goals.

B: Really?

D: Swimming can exercise your whole body; it is also good for muscle development and stamina.

B: No wonder swimmers are so lean and muscular.

D: The beauty is that it is the best way to fight the heat in summer.

B: Definitely!

D: One more word, please don't dive. The water is so shallow that your head might be hurt.

B: See. Thank you for mentioning it!

D: Not at all. Have a nice time!



Learn and Practice More 情景对话实训

Complete the following dialogue according to the Chinese given in the brackets then read the dialogue in roles.

A=clerk B=customer

A: Good morning, madam. _____ 1 _____. (欢迎来到游泳池。) May I help you?

B: Ah, I had no idea that you have such a nice swimming pool here.

A: Would you like to have a swimming bath?

B: I would, but I'm afraid the water is too cool to swim in.

A: Oh, you don't have to worry about it. Ours is one with luke-warm water.

B: Really, _____ 2 _____. (水池温度怎么样)?

A: It's about 28 degrees Celsius. Besides, there are jacuzzis as well. You can have a massage in this whirlpool bath. Its temperature is 38 degrees Celsius. The massage force varies in strength from each spray nozzle at your disposal.

B: That's great! But you see, I'm not so good at swimming. _____ 3 _____. (我想知道水池有多深。)

A: Its depth is from 1.6 meters to 2.6 meters. You can swim in the shallow area.

B: Are there any coaches here? I need a woman coach.

A: We have only men coaches at the moment. But there will be a woman coach if you make an appointment in advance.

B: Then when shall I get one?

A: Will this evening do?

B: Good. May I know your business hours?

A: It's 8:00 AM to 11:00 PM.

B: I'll be here at 8:00 PM then. By the way, the water looks exceedingly clear. How often do you change it?

A: We change it every other day. We've just changed it this morning.

B: So it is. _____ 4 _____. (多谢你的帮助。) See you.

A: You're welcome, madam. Goodbye.

Make up a dialogue according to the following situation.

Jack stays in the hotel for the business trip. He's asking for information of swimming pool. The clerk of the hotel tells Jack that the charge is 50 yuan for 3 hours for one person and he can