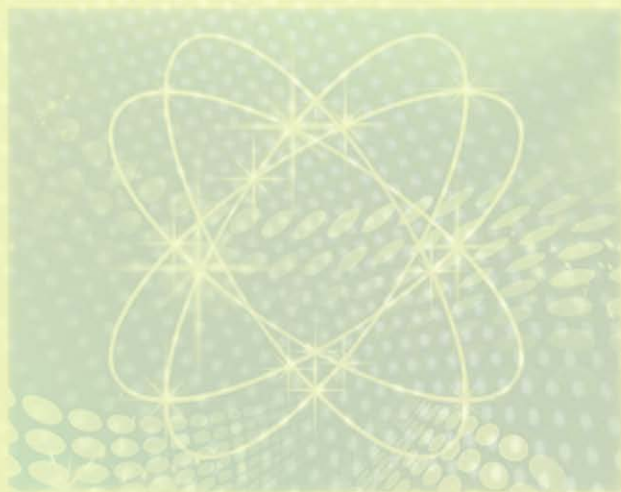


酒店服务英语

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江西高校出版社



酒店服务英语



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江西高校出版社
JIANGXI UNIVERSITIES AND COLLEGES PRESS

图书在版编目 (C I P)数据

酒店服务英语/郑丽萍主编. —南昌:江西高校出版社,
2014.6

ISBN 978 - 7 - 5493 - 2564 - 1

I. ①酒... II. ①郑... III. ①饭店 - 商业服务 -
英语 - 中等专业学校 - 教材 IV. ①H31

中国版本图书馆 CIP 数据核字 (2014)第 112961 号

出版发行	江西高校出版社
社 址	江西省南昌市洪都北大道 96 号
邮 政 编 码	330046
总编室电话	(0791)88504319
销 售 电 话	(0791)88500223
网 址	www. juacp. com
印 刷	南昌市光华印刷有限责任公司
照 排	江西太元科技有限公司照排部
经 销	各地新华书店
开 本	787mm × 1092mm 1/16
印 张	5.25
字 数	105 千字
版 次	2014 年 6 月第 1 版第 1 次印刷
书 号	ISBN 978 - 7 - 5493 - 2564 - 1
定 价	10.50 元

赣版权登字 - 07 - 2014 - 263

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序

重构课程和教材建设是发展职业教育、深化教学改革、提高教学质量、完善人才培养模式的重要举措。中等职业教育的目的是培养面向生产、面向社会和管理一线职业岗位的技能型、实用型专门人才。目前,中等职业教育教学改革已经从专业建设、课程建设延伸到教材建设层面。中职学校学生使用的部分专业教材与企业工作岗位、技能标准的实际要求相距甚远,教材重理论、轻实践,重原则、轻案例,文字多、难理解,缺乏对真实职业岗位、工作任务和职业素养的学习情境描述。为了培养具有良好职业技能和职业素养的技能型人才,实现中职生毕业与就业上岗的零距离,我们从中职学校人才培养目标和实际需求出发,以就业为导向,编写了系列专业教材和德育读本。编写符合本校情况的专业教材和德育读本其实酝酿已久,但真正将这系列教材与德育读本送到大家面前的助推器则是此次国家改革发展示范校的建设。

根据教育部关于要求发展中等职业技术教育,培养职业技术人才的大纲要求,我们组织编写了《餐饮服务与管理》《客房服务与管理》《茶艺服务》《前厅服务与管理》《酒水知识与调酒技艺》《服装缝制工艺》《服装结构制版》《服装设计基础》《计算机组装与维修》《Flash 动画设计》《计算机网络基础》《Adobe Photoshop CS 平面设计与制作基础教程》《3D Max 基础制作与设计》《机械制图》《机械加工工艺》《AutoCAD 实用教材》《车间管理》《数控加工编程及操作》《酒店服务英语》《中职生礼仪教程》系列专业教材和《法律伴我行——法纪篇》《阳光雨露——心理篇》《诚行天下——诚信篇》《扬帆启航——职业篇》《南昌市第一中等专业学校学生管理手册》《百篇经典诗文诵读》系列德育教育读本。这些校本教材的出版,是我校改革发展示范校课程改革项目建设的研究成果。为了贯彻和落实培养学生以能力为本,以就业为导向,以服务为宗旨的人才培养目标,完善工学交替、产学结合的人才培养模式,这些校本教材在编写时,注重了中职生的能力培养和案例教学激活课堂,注重了“做中学,学中练,练中教”的实践性环节,推进了本校教材教学与实际工作岗位的对接。

此次系列校本教材的编写,只是一次探索性尝试,因经验、知识水平和阅历等方面的局限,可能书中会出现一些欠缺和不足,但我们愿以此作为引玉之砖,与有关专家学者和教育同仁商榷,最终开发出适合学生、学校,适合企业、社会的中职教材。

编者
2014 年 3 月

前 言

校本课程是近几年伴随素质教育的推行而出现的一种新型课程,是改变教学观念、改革课程、改造课堂教学模式、改进教学方法和改善教学内容的重要举措。为满足酒店服务与管理专业学生的专业学习需求,体现以能力培养为本位,以求职就业为导向的理念,我们在学校创建首批全国改革发展示范校的背景下组织教师编写了该教材。《酒店服务英语》是以学生为活动主体,以酒店服务英语知识为载体,理论联系实际,充分激发学生的主动意识和学习兴趣,并培养学生良好职业素养的一门课程。

中职英语教学强调的是学生的实际应用能力。针对中职生的特点和专业人才培养目标,教师可以采取灵活多样的教学方法,组织各种教学活动。本书以情景交际为主,以英语口语表达运用为辅。主要教学内容包括:(1) 情景表演,将对话放置在特定场景中。(2) 角色扮演,邀请教师或学生扮演工作人员和客人,进行模拟对话。(3) 互动式教学,突破以往“老师讲学生听”的传统模式,采取师生互动任务教学和生生互动的团队合作方式,训练、拓展学生的专业知识和职业素养。

参与本教材编写的教师在职业学校从事英语教学多年,他们对中职学生的英语基础、词汇量和专业需求十分了解。参与编写任务分工如下:陈金珍、毛丹(Unit1 ~ 2); 万云(Unit3 ~ 4); 喻婷(Unit5 ~ 6); 简文(Unit7 ~ 8); 杨颖(Unit9 ~ 10); 徐燕萍(Unit11 ~ 12); 蔡欣芬老师负责全书插图和 Culture Tips 的编写。

专业英语校本教材的开发和教学方法手段的改革需要在平时的教学生活中慢慢积累并总结,在今后的教学实施过程中,还需要多潜心研究、归纳总结,这样校本教材和教学方式才能跟上时代的要求和市场需求。由于编者水平有限,书中难免有不足与疏漏,恳请读者不吝赐教、批评指正。

编 者
2014 年 3 月

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Unit 1 Room Reservation(I)



❖ Lead – in

1. Have you ever booked a room?
2. Do you know how many kinds of rooms in a hotel?

❖ Listening Activities

Listen to some sentences and choose the word you hear.

- | | | |
|---------------|----------------|--------------|
| 1. A. single | B. double | C. twin |
| 2. A. rate | B. reservation | C. refuse |
| 3. A. around | B. arrive | C. about |
| 4. A. center | B. central | C. certainly |
| 5. A. service | B. safe | C. satellite |

❖ Speaking Activities



❖ Dialogue 1

C = clerk, G = guest

C: Good morning. Room Reservation, can I help you ?

G: Yes, I'd like to book a room, please.

C: Certainly, sir. A single or a double?

G: A single.

C: For when, sir?

G: From the 1st to 3rd of October.

C: May I have your name and telephone number, please?

G: Yes, my name is John Smith and the number is 68457932. By the way, what's the rate for a single room?

C: 280 yuan a night

G: That's all right.

C: OK, we are looking forward to seeing you.

Words & Expressions

book	[bʊk]	<i>v.</i> 预定
clerk	[kla:k]	<i>n.</i> 职员
double	[ˈdʌbl]	<i>adj.</i> 双(人)的
forward	[ˈfɔ:wəd]	<i>adv.</i> 将来, 今后
rate	[reɪt]	<i>n.</i> 价格

reservation	[ˌrezə'veɪʃn]	<i>n.</i> 预定
single	[ˈsɪŋɡl]	<i>adj.</i> 单人的, 个别的
by the way	顺便说一句	
look forward to	期待, 盼望	

❖ Dialogue 2

C = clerk, G = guest

C: Reservation Desk, what can I do for you?

G: I'm calling from London. I'd like to book a double room with a bath from Oct 8th to 9th, please. My name is Harry Wilson.

C: I'm afraid we are fully booked for the 8th, but I can give you a room from the 9th to the 10th.

G: OK.

C: What time will you arrive, sir?

G: Around 7 in the morning.

C: We'll see you on the 9th.

G: OK. Thank you. Good bye.

C: Good bye.

Words & Expressions

around	[ə'raʊnd]	<i>adv.</i> 大约, 大概
arrive	[ə'raɪv]	<i>v.</i> 到达, 抵达
bath	[bɑːθ]	<i>n.</i> 沐浴, 浴室
fully	[ˈfʊli]	<i>adv.</i> 完全地
reservation desk	服务台, 预定处	

❖ Dialogue 3

C = clerk, G = guest

C: Reservation Desk, may I help you?

G: I want to book a room, please.

C: Certainly, sir. What kind of room do you want?

G: One for my myself, my wife and my baby daughter. We'd all like to be in the same room.

C: I'm afraid we have no triple rooms, but we can put an extra bed into one of our double rooms. Is it suitable for you?

G: Yes, that's fine. Thank you.

Words & Expressions

kind	[kaɪnd]	<i>n.</i> 种类
extra	[ˈɛkstrə]	<i>adj.</i> 额外的
triple	[ˈtrɪpl]	<i>adj.</i> 三倍的
suitable	[ˈsu:təbl]	适合……的

❖ Reading Activities



Jiangxi Hotel

The five – star Jiangxi Hotel is located in the center of Nanchang city. It has 435 deluxe rooms and suites. Each room has a telephone, satellite television, central air – conditioning, high – speed Internet access, in – room safe and mini – bar. Seven meeting rooms and a banquet hall which can hold 800 people. The business center offers different services including fax, photocopiers and ticket reservation. The hotel also provides a lot of recreational facilities including an indoor pool, health club, sauna, massage parlor and tennis court.

Words & Expressions

access	[ˈækses]	<i>n.</i> 通道, 入口
air – conditioning	[ˈeərkənˈdɪʃənɪŋ]	<i>n.</i> 空调
banquet	[ˈbæŋkwɪt]	<i>n.</i> 宴会, 盛宴
deluxe	[dɛˈlʌks]	<i>adj.</i> 豪华的
facility	[fəˈsɪləti]	<i>n.</i> 设备, 设施
massage	[ˈmæsɑːʒ]	<i>n.</i> 按摩, 推拿

parlor	[ˈpɑ:lə]	<i>n.</i> 营业室
photocopier	[ˈfəʊtəʊkɒpiə(r)]	<i>n.</i> 复印机
provide	[prəˈvaɪd]	<i>v.</i> 提供, 供应
recreational	[ˌrekriˈeɪʃənəl]	<i>adj.</i> 娱乐的, 修养的
safe	[seɪf]	<i>n.</i> 保险箱, 保险柜
satellite	[ˈsætəlaɪt]	<i>n.</i> 卫星
sauna	[ˈsəʊnə]	<i>n.</i> 桑拿浴, 蒸气浴
be located in	坐落于	
tennis court	网球场	

❖ Exercises

1. Choose the best answer according to the passage.

(1) Where is the Jiangxi Hotel?

- A. It's a four - star hotel.
- B. It's in the center of the city.
- C. It's five minutes' drive from the city center.
- D. It's beside the largest park.

(2) The hotel has _____ rooms and suites.

- A. 345
- B. 435
- C. 543
- D. 635

(3) How many people can the seven meeting rooms and banquet hall hold?

- A. 400
- B. 450
- C. 600
- D. 800

(4) The guests in the hotel can get the services of _____.

- A. fax sending
- B. ticket booking
- C. photocopying
- D. All of the above

(5) Which of the following statements is NOT true?

- A. Guests can swim in the indoor pool.
- B. Guests can have a message.
- C. Guests can play table tennis.
- D. Guests can play tennis.

2. Read each dialogue in this unit for 3 times.

3. Work with your partner to make a dialogue about room reservations as long as possible.

❖ Fun Time

Customer: I've been ringing 07002300 for 2 days and can't get through to enquiries. Can you help?

Operator: Where did you get the number from, sir?

Customer: It was on the door of your restaurant.

Operator: Sir, they are our opening hours.

Unit 2 Room Reservations (II)



❖ Lead – in

1. If you are a receptionist, can you arrange a room for your guest?
2. Do you know the difference between single room and double room?

❖ Listening Activities

Listen to the dialogue and fill in the blanks.

A: Good morning! _____, May I help you?

B: Yes, _____ a room.

A: Thank you, sir. For _____ and _____ persons will be there in your party?

B: From Apr 16th to 20th. Just my wife and myself.

❖ Speaking Activities



Useful Sentences

1. How can I help you?
2. I'd like to make a reservation.
3. I'd like to book a room.
4. How many nights would you like to stay?
5. I'd like a non – smoking room, please.
6. Would you like a double or a single room?
7. What time is check – in?
8. Check – out time is 11:00 a. m.
9. I'm sorry. We are fully booked.
10. Do you have any discounts available?
11. Double rooms are 350RMB per night.

❖ Dialogue 1

R = Receptionist, J = John

R: Hilton Hotels. This is Sara speaking. Can I help you?

J: Do you have any double rooms available next Saturday and Sunday night?

R: Let me check the computer. Let me see...Yes, we have a few rooms next weekend. Would you like a smoking or non – smoking room?

J: A non – smoking room, please.

R: OK. Could I have your name, please?

J: My name is John Smith.

R: How do you spell that?

J: That's J – O – H – N, S – M – I – T – H.

R: OK, John. I've reserved a non – smoking double room for you next Saturday and Sunday night. We'll see you then!

J: Thank you.

Words & Expressions

stay	[steɪ]	<i>v.</i> 逗留
reserve	[rɪ'zɜ:v]	<i>v.</i> 保留, 预定
make a reservation	预定	
check out	结账	
available	[ə'veɪləbl]	<i>adj.</i> 可用的
discount	[ˈdɪskaʊnt]	<i>n.</i> 折扣



Useful Expressions

1. How may I be of assistance?
2. Do you have any rooms available?

3. Would you like a single or a double room?
4. What are the prices?
5. How long will you be staying with us?
6. Could I take your name please?
7. I may have to extend my trip.
8. I'm sure that won't be a problem.
9. Let me check the booking system.
10. Here's your keycard.
11. If you wish to extend your stay just come and let us know.

❖ Dialogue 2

R = Receptionist, P = Peter

R: Hello, sir. How may I be of assistance?

P: Do you have any rooms available?

R: Certainly, would you like a single or a double?

P: What are the prices?

R: A single room is 280RMB per night and a double room is 360RMB per night.

P: I'll take a double one.

R: And how long will you be staying with us?

P: I'll definitely be staying for four days but I may have to extend my trip.

R: I'm sure that won't be a problem. Let me check the booking system. Bear with me.

P: OK.

R: Would you like a smoking or non – smoking room?

P: Smoking, please.

R: OK. I'll see if I can find you a room with a west facing window so you can have the best view.

P: That's very kind of you.

Words & Expressions

assistance	[ə' sistəns]	<i>n.</i> 协助
extend	[ɪk' stend]	<i>v.</i> 延长
booking system	登记系统	
west facing	朝西	
trip	[trɪp]	<i>v.</i> 旅行
view	[vju:]	<i>n.</i> 景色
receptionist	[rɪ' sepʃənɪst]	<i>n.</i> 招待员



Useful Sentences

1. How many rooms would you like to book?
2. I'd also like to book the honeymoon suite?
3. Which date would you like to book and how long will the guests be staying?
4. Let me check our computer system.
5. Please hold the line.
6. That's fine, we can reserve those rooms for you.
7. I'm also going to have to take a deposit of ten percent of the total cost.
8. The total cost will be 15500RMB.
9. We look forward to seeing you.

❖ Dialogue 3

R = Receptionist, D = Mr. Davis

D: I'd like to book 40 double rooms and 10 single rooms. It's for my daughter's wedding. So I'd also like to book the honeymoon suite.

R: Congratulations. Which date would you like to book and how long will the guests be staying?

D: We'd like to book the 28th April and it will be for just one night.

R: Let me check our computer system. Please hold the line.

D: OK.

R: That's fine, we can reserve those rooms for you. Can I take your name, please?

D: The name is Tom.

R: I'm also going to have to take a deposit of ten percent of the total cost. The total cost is 15500RMB, so the deposit will be 1880RMB. Is that OK?

D: That's fine.

Words & Expressions

honeymoon suite	蜜月套房	
hold the line	别挂电话	
percent	[pə'sent]	<i>n.</i> 百分比
total cost	总体花费	
take your name	记下你的名字	
correct	[kə'rekt]	<i>adj.</i> 正确的
deposit	[dɪ'pɒzɪt]	<i>n.</i> 存款, 押金
congratulation	[kəŋgrætju'leɪʃən]	<i>n.</i> 祝贺



❖ Everyday English

1. Welcome to our hotel.
2. Let me introduce the room to you, sir.
3. Can you show me your room card, please?
4. The soap in the toilet has been used up. Would you please give me a new one?
5. Excuse me, do you have any laundry?