

# 饭店英语

张伟 编著



南开大学出版社

21 世纪旅游专业高职高专系列教材

# 饭店英语

张伟 编著

南开大学出版社

天 津

**图书在版编目(CIP)数据**

饭店英语 / 张伟编著. —天津: 南开大学出版社,  
2005.9

(21 世纪旅游专业高职高专系列教材)

ISBN 7-310-02367-6

I. 饭... II. 张... III. 饭店—英语—高等学校:  
技术学校—教材 IV. H31

中国版本图书馆 CIP 数据核字(2005)第 077992 号

**版权所有 侵权必究**

**南开大学出版社出版发行**

**出版人: 肖占鹏**

地址: 天津市南开区卫津路 94 号 邮政编码: 300071

营销部电话: (022)23508339 23500755

营销部传真: (022)23508542 邮购部电话: (022)23502200

\*

天津市蓟县宏图印务有限公司印刷

全国各地新华书店经销

\*

2005 年 10 月第 1 版 2005 年 10 月第 1 次印刷

880×1230 毫米 32 开本 12.5 印张 2 插页 358 千字

定价: 22.00 元

如遇图书印装质量问题, 请与本社营销部联系调换, 电话: (022)23507125

## 出版说明

蓬勃发展的旅游产业已成为国民经济中最具活力的朝阳产业。旅游业的迅速发展,给旅游教育带来了新的机遇与挑战。近年来,全国大专院校旅游专业的数量与招生人数都呈上升趋势,但仍然不能满足日益增长的旅游产业的需求,促进中国职业教育的发展已被国家视为“具有战略意义的紧迫任务”。2004年9月,教育部、人事部等七部门联合下发了《关于进一步加强职业教育工作的若干意见》,强调要加快技能型人才培养,满足社会经济发展的需求,特别指出在教学中要坚持以能力为本位,优化教学与训练环节,强化职业能力的培养。为尽快改变我国职业教育发展相对滞后的局面,切实发挥职业教育在经济社会发展中的基础作用,教育部决定将高等职业教育基本学制逐步由三年制过渡为二年制。目前已有多家院校进行试点。

南开大学出版社的旅游教材起步早,数量多,已有本专科层次的多套教材问世,被全国几十所高等院校旅游专业选用,影响较大。

根据当前旅游职业教育学制改革的新形势,我们针对目前国内高校旅游专业职业教育尚无二年制教材的现状,及时组织相关旅游院校的教师、学者编写了这套教材,旨在满足学制改革后旅游职业教育的教学急需,填补空白,为旅游教育的发展再作贡献。

本套教材的特色是,按照职业教育本身的特点,以就业为导向,以培养学生职业能力为目的,理论以够用为度,知识以适用为本,注重反映旅游行业发展的最新动态。教学中围绕岗位群对员工技能的要求,强调可操作性,注重方法训练,以为学生今后在旅游行业就业奠定基础。

在编写体例上,为方便教与学,各章节前列出了本章的学习目的和主要内容,每章后附有思考题与案例。案例的选择多是依据教学需

要，针对学生应该掌握的重要知识和技能编写，以考察学生对要点的掌握程度与运用原理分析问题、解决问题的能力。

需要特别指出的是，本套教材的编写者既有长期从事旅游教育教学的知名专家学者，也有在职业教育教学一线辛勤耕耘的年轻教师。几位中青年教师来自北京城市学院旅游系，他们在参考旅游教育界前辈们多年总结的教学科研成果的同时，也把自己对旅游职业教育的理解以及几年来在旅游人才培养一线教学的经验体会融进教材。

这套新教材出版后，再加上原有的教材，基本涵盖了高等院校旅游职业教育的课程设置。

本套教材除了适用于高等院校职业教育外，也可作为大专层次旅游专业自学考试及旅游行业员工培训教材。

欢迎使用这套教材的师生与专业人员提出批评与意见。

南开大学出版社

2005年6月

# 前 言

随着改革开放的不断深化和发展,我国的饭店业正以全新的理念和形象走在时代的前列,迎接来自海内外的八方宾客。北京将于 2008 年举办奥运会,这必将进一步促进我国经济的发展,同时也给北京的旅游业和饭店业带来很大的发展机遇。预计到 2008 年,北京市饭店数量将以 10% 左右的速度增长。从目前现有的饭店来看,其硬件设施已基本具备了接待国内外旅游者的条件。但人才市场的供应能力不足,饭店所需的服务与管理人员严重短缺。尤其是在与海外人士的交往中,语言的沟通是必不可少的。这就要求饭店从业人员不仅要精通业务,还必须具备较高的外语水平,能够熟练地用英语进行交流。

本教材为了适应我国旅游业尤其是饭店业持续发展地需要,旨在提高该专业学生和从业人员的英语交际能力,从而为培养业务精通、英语熟练、全面发展的新时期饭店业服务及管理人才略尽微薄之力。

《饭店英语》的编写遵循了交际教学的原则,旨在培养和提高学生的会话能力和语言的应用能力。全书共分为四个部分:前厅服务、客房服务、餐饮服务、康乐与会议服务。每个部分又由几个单元组成,全书共二十五个单元。每个单元大致可以分为三个部分:“重点句子”,“情景对话”和“巩固练习”。“重点句子”浓缩了这一单元中最常见、最有用的句子,学生只要背熟了这些句子,就掌握了最基本的服务用语,在实际工作中能够与外宾进行英语交流,为外宾服务。“情景对话”包括两段或三段对话,以及单词、备注和与对话相关的问题。所选对话以工作场景为背景,以饭店员工和讲英语的外宾为对话主角,话题紧紧围绕着对客服务展开。为了促进学生多实践,特安排了“巩固练习”部分。每单元都设计了大量的练习题,包括词语练习、听力理解、角色扮演、中英文互译以及阅读部分等,通过认真地做练习,学生可

以进一步巩固所学知识，循序渐进地提高语言的综合水平。

系统性和实用性是本书的两大特点。全书将饭店的工作流程、服务规范、英语交际技能和跨文化背景知识融会贯通，重在培养学生的语言习惯和服务意识，在展示饭店服务实际情况的同时，说明了在各种不同的场合，面对不同的情景与对象，应该用英语说些什么，应该怎么说。此外，根据高职高专教育与饭店业的实际需要，本书的一大特点就是淡化语法，强化情景会话，书中所选用的对话都非常具有代表性，且语言实用上口。与此同时，在词汇和其他语言点上遵循渐进的原则，由少到多，由易到难，务求够用、会用。

本教材是专为高职高专旅游管理及饭店管理专业的学生编写的，既注重与中专职高的饭店英语及高职高专基础英语的区别，又注意与大学本科同类专业的区别。本书结合饭店运作的实际，反映饭店服务与管理的特点，把握准确得体的用语规范，因此也可作为饭店培训和从业人员实际工作的参考书。这是一本非常实用的服务用语教材，因此更侧重于交际性。在课堂教学中，切忌过多分析语法或讲解语言点。多听多读多说多练是一条基本原则，而模仿背记则是一条有效的途径。重点句子一定要背下来。情景对话也要多听多读，最好能够背下来。只有在掌握了最基本、最规范的服务用语以后，学生才能在此基础上，在实际服务过程中较连贯、较准确地表达自己的思想，有效地开展创造性的语言交际活动。

为了方便学习，本书附有练习答案、听力材料以及译文，并在附录中列出了饭店组织人员、餐饮酒水以及饭店常用缩略语的中英文对照。同时本书配有磁带。

在本教材编写过程中，得到了南开大学出版社编辑人员的大力帮助，在此表示感谢。由于时间仓促，编者水平有限，错漏之处在所难免，欢迎使用者多提宝贵意见，以便再版时补充更正。

**编者**

2005年5月

# Contents 目录

## **Preface 前言 // 1**

## **Part 1 Front Office 第一部分 前厅服务 // 1**

- Unit 1 Room Reservation 客房预订 / 1
- Unit 2 Check-in Service 入住登记 / 13
- Unit 3 Bell Service 搬运行李 / 25
- Unit 4 Information Service 咨询服务 / 37
- Unit 5 Business Center 商务中心 / 49
- Unit 6 The Operator 接线员 / 59
- Unit 7 The Cashier 收银员 / 69

## **Part 2 Housekeeping Service 第二部分 客房服务 // 80**

- Unit 1 Room Facilities 客房设施 / 80
- Unit 2 Chamber Service 客房服务 / 90
- Unit 3 Laundry Service 洗衣服务 / 98
- Unit 4 Maintenance Service 维修服务 / 106
- Unit 5 Miscellaneous Services 其他服务 / 114
- Unit 6 Dealing with Complaints 投诉处理 / 123

## **Part 3 Food and Beverage Service 第三部分 餐饮服务 // 132**

- Unit 1 Dinner Reservation 用餐预订 / 132
- Unit 2 Seating Guests 安排座位 / 142
- Unit 3 Ordering Chinese Food 中餐服务 / 151
- Unit 4 Ordering Western Food 西餐服务 / 162
- Unit 5 Serving Dishes 上菜服务 / 172
- Unit 6 Paying the Bill 结账服务 / 181
- Unit 7 Room Service 客房送餐 / 190



Unit 8	Bar Service	酒吧服务	/ 199
<b>Part 4</b>	<b>Recreation and Meeting Service</b>	<b>第四部分 康乐与会议服务</b>	<b>// 209</b>
Unit 1	Recreation and Fitness Facilities	康乐设施	/ 209
Unit 2	Recreational Service	康乐服务	/ 218
Unit 3	Preparations of Meeting	会议筹备	/ 229
Unit 4	Meeting Service	会议服务	/ 242
<b>Key to exercises</b>	<b>练习答案</b>		<b>// 253</b>
<b>Tapescript</b>	<b>录音材料</b>		<b>// 303</b>
<b>Translation</b>	<b>阅读材料译文</b>		<b>// 330</b>
	第一部分		/ 330
	第二部分		/ 337
	第三部分		/ 343
	第四部分		/ 353
<b>Appendix 1:</b>	<b>Hotel Organization and Staff</b>		
	饭店组织机构及人员		// 358
<b>Appendix 2:</b>	<b>Food and Beverage</b>	餐饮	// 362
<b>Appendix 3:</b>	<b>Word List</b>	词汇表	// 375
<b>Appendix 4:</b>	<b>Abbrreviations</b>	饭店常用缩略语	// 391

# Part 1 Front Office

## 第一部分 前厅服务

### Unit 1

#### Room Reservation 客房预订

##### Key sentences:

1. I'd like to book a single room with bath from October 8<sup>th</sup> to 10<sup>th</sup>.  
我想订一个带浴室的单人间，从 10 月 8 日到 10 日。
2. For which dates?  
请问您的入住日期？
3. A double room with a view of the sea is \$120 per night.  
一间双人海景房的价格为每晚 120 美元。
4. Sorry to have kept you waiting.  
很抱歉让您久等了。
5. How long will you be staying?  
您打算住多久？
6. We'll be leaving Saturday morning.  
我们将在星期六上午离开。

7. And we look forward to seeing you soon.  
我们盼望很快见到您。
8. By the way, I'd like a quiet room away from the street if possible.  
顺便说一下, 如有可能我想要一个不临街的安静房间。
9. We do have a single room available for those dates.  
我们确实有一个单间, 在那段时间可以用。
10. Could you tell me the room rate, please?  
请问房费多少?
11. What services come with that?  
这个价格包括哪些服务项目呢?
12. That sounds good. I'll take it.  
听起来还不错。这个房间我要了。

## Dialogue 1: Booking a room at Front Desk

Reservationist (R): Good Morning! May I help you?

Guest (G): Yes. I'd like to reserve a room in your hotel.

R: What kind of room would you like, sir?

G: I'd like to reserve a double room with bath for Monday next week.

R: How long will you be staying?

G: We'll be leaving Saturday morning.

R: So that's five nights from June 6 to 11. Just a moment, please. I will check. Yes, sir. We do have a double room available for those dates.

G: Could you tell me the room rate, please?

R: RMB 500 per night including breakfast, equal to \$56.

G: It is quite reasonable. I'll take it.

R: May I have your name, please?

G: Henry Monroe.

R: Could you spell it, please?

G: Henry H-E-N-R-Y, and M-O-N-R-O-E Monroe.

R: Thank you, Mr. Monroe.

R: What's your fax number please? We'll send you a fax to confirm the reservation as soon as possible.

G: 020-230-6085-2237. By the way, I'd like a quiet room away from the street if possible. Otherwise my wife can't sleep well at night.

R: OK, a double room with bath from 6<sup>th</sup> of June to the 11<sup>th</sup> away from the street is preferred. Am I correct?

G: That's right. Thank you.

R: My pleasure. Mr. Monroe, we look forward to your coming.

### Words and Expressions:

reserve	vt. 预订
rate	n. 房价
equal	adj. 相当于, 等同于
reasonable	adj. 合理的, 价钱公道的
confirm	vt. 使坚定, 确认
prefer	v. 更喜欢, 倾向于

### Notes:

1. 预订房间可以说成 book a room 或者 reserve a room, 后者更正式些。

2. a double room with bath 译为“带浴室的双人间”。注意 bath 和 shower 的区别是: bath 是盆浴, 而 shower 是淋浴。

3. 对话中出现了这句话: RMB 500 per night including breakfast, 也可以说成 with breakfast. 根据饭店计价方式的不同, 有些房价只是单纯的房租, 房价里不含任何其他费用。而有些饭店的房价包括房租和一份简单的早餐。

4. By the way, I'd like a quiet room away from the street if possible. 译为“顺便说一下, 最好是一个不临街的安静房间。”有时客人会提出一些额外的要求, 例如楼层、环境等, 此时饭店应尽量满足。

5. We'll send you a fax to confirm the reservation as soon as possible. 译为“我们会尽快传真给您以确定您的预订。”通常饭店会在客人预订后, 传真给客人一份书面的确认函, 写明入住时间、房间类型、房价等信息, 以免以后双方在某些问题上产生歧异。

**Task A: Read the above dialogues carefully and answer the following questions.**

1. What kind of room does the guest want?
2. Does he have any particular requirement about the room?
3. When will the guests arrive and how long will they be staying in the hotel?
4. How much is the room rate?
5. How do you spell his family name?

**Task B: Listen to the dialogue and fill in the reservation form below.**

<b>RESERVATION FORM</b>					
<input type="checkbox"/> NEW BOOKING			<input type="checkbox"/> AMENDMENT		
<input type="checkbox"/> CANCELLATION					
ARRIVAL DATE			DEPARTURE DATE		
DATE	MONTH	YEAR	DATE	MONTH	YEAR
GUEST NAME			PERSONS		
TYPE OF ROOM REQUIRED			ROOM RATE		
ARRIVING FROM			TRANSPORTATION REQUIRED		
NAME OF APPLICANT			TELEPHONE NUMBER		
BUSINESS ADDRESS			FAX NUMBER		
DATE OF APPLICATION			RECEIVED BY		
DATE	MONTH	YEAR			
REMARKS					

## Dialogue 2: A Phone-call reservation

Reservationist (R): Garden Hotel. Good morning, can I help you?

Guest (G): I am calling from Los Angeles. I'd like to book a room in your hotel.

R: What kind of room would you like, sir?

G: I'd like to book two TWB from April 10 to April 16.

R: Could you hold the line please? I'll check if there is room available for those days.

G: OK.

R: Sorry to have kept you waiting, sir. We have rooms available in that period.

G: How much do you charge for it?

R: The current rate is \$ 500 per night per room.

G: What services come with that?

R: For \$500 you'll have a television, a telephone, a minibar and a major international newspaper delivered to your room everyday.

G: That sounds good. I'll take it.

R: Could I have your name, sir?

G: It is John Smith.

R: And what is your address, please?

G: It is 206 Montague Boulevard, Los Angeles, California 39401 U. S. A.

R: Excuse me, sir, but could you speak a little more slowly, please?

G: Sure, no problem. It's 206 Montague Boulevard, Los Angeles, California 39401 U. S. A. Have you got it?

R: Yes. What time will you be arriving, Mr. Smith?

G: Around 5:00 p.m. Do you have pickup service?

R: We have an airport representative to receive our guests there. Well, Mr. Smith, two TWB from April 10<sup>th</sup> to April 16<sup>th</sup>. Am I correct?

G: Right. Thank you!

R: Thank for calling. We look forward to seeing you soon. Good-bye.

### Words and Expressions:

book	v. 预订
available	a. 可得到的, 有用的
charge	v. 索价, 要价
current	adj. 当前的, 现今的
minibar	n. 客房内的小冰箱
boulevard	n. 大街, 尤指宽阔的林荫大道
representative	n. 代表

### Notes:

1. TWB 为 Twin-bed room with bath 的缩写, 即标准间, 也可以说成是 standard room。饭店提供的客房有四个基本类型, 即: single room (单人间), double room (双人间), standard room (标准间) 和 suite (套间)。此外还有一些具体的不同之处, 可以在前面加以修饰, 例如 deluxe single room (豪华单人间), junior suite (小套间), presidential suite (总统套间) 等。

2. Could you hold the line please? I'll check if... 这是电话用语, 译为“请您别挂断, 我查一下”, 也可以说成 hold on, please.

3. Pickup service 接机服务, airport representative 机场代表。通常高档次的饭店都提供此项服务, 由饭店派出专门人员 (机场代表) 负责到机场接送客人。

4. We look forward to seeing you soon. 译为: 我们期待着您的光临。look forward to 为动词词组, 它要求后面的非谓语动词采用动名词形式。

### Task C: Questions and answers

You are a reservationist at the Garden Hotel. Now you are receiving a reservation. Try to answer the following questions properly.

1. What would you say first when you answer the phone?  
\_\_\_\_\_
2. How would you find out what kind of room the guest wants?  
\_\_\_\_\_
3. How to find out when the guest wants a room?  
\_\_\_\_\_
4. If your hotel is fully booked, how would you refuse the booking politely?  
\_\_\_\_\_
5. How to conclude a reservation?  
\_\_\_\_\_

## Exercises

**Match the words in column A with those in column B:**

**Column A**

- (1) book
- (2) confirm
- (3) have
- (4) spell
- (5) prefer
- (6) look forward to

**Column B**

- A: your coming  
B: a view of the sea  
C: a reservaiton  
D: a double room  
E: your name  
F: a vacancy

**Fill in the blanks:**

A: The Xiyuan Hotel. Can I help you?

B: I'd like to \_\_\_\_\_ a deluxe suite.

A: When for, madam?

B: From the 3<sup>rd</sup> to 7<sup>th</sup> of August.

A: Excuse me. Did you say from the 4<sup>th</sup> to 7<sup>th</sup>?



B: No. I said from \_\_\_\_\_.

A: For \_\_\_\_\_ is the reservation?

B: It's for Mr. Ervin Smith, the president of our company.

A: \_\_\_\_\_, please?

B: E-R-V-I-N.

A: A \_\_\_\_\_ for \_\_\_\_\_ from August 3<sup>rd</sup> to 7<sup>th</sup>. Thank you for calling.

### Topics for discussion:

1. In what ways do the guests make a room reservation?
2. How many types of room the hotel provides? Name as many as you can.
3. What is a pick up service?
4. What are arrival date and departure date?
5. How to confirm a reservation?

### Listening comprehension:

Here are the requests from six guests who need rooms in a hotel. What kind of room would you provide to them? Choose the proper suggestions for each request.

( ) Suggestion (1)

Would you like me to book you a twin-bed room with bath for 80 dollars per night, including buffet breakfast?

( ) Suggestion (2)

Well, I'd suggest a family room, madam. It has four comfortable beds and it's extremely spacious.

( ) Suggestion (3)

We have a penthouse suite will surely be to his taste, sir. It's extremely luxurious, and it is well away from the public eye.

( ) Suggestion (4)