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钟丽君 主编



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钟 丽 君 主 编

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编 审 说 明

国内贸易部部编中等技工学校餐旅服务专业教材是为了更好地为我国社会主义市场经济建设服务，主动适应我国第三产业迅速发展需要，大力提高餐旅服务人员素质，由我司根据国内贸易部、劳动部联合颁发的《中华人民共和国工人技术等级标准》（商业行业）和有关教学文件的要求，组织全国有关商业技工学校的专家、学者和长期在教学第一线任教的教师编写的。经审定，可作为国内贸易部系统中等技工学校教材，也可作为中等专业学校相关专业、职业中学、中级技术等级培训教材和企业职工自学读物。

《饭店英语》是餐旅服务专业教材之一，由浙江商业学校钟丽君任主编，浙江商业学校金筱艳任副主编，由杭州商业技工学校胡海英、来东慧、张越群参编，由杭州大学旅游系潘之东副教授审阅全稿。

在编写过程中得到了许多学校领导和教师的大力支持，在此一并致谢。由于编写时间仓促，水平有限，缺点疏漏在所难免，请广大读者提出宝贵意见，以便进一步修订完善。

国内贸易部教育司

1996年5月

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Part One Front Office

Unit One Reservation

1. Accepting a Long Distance Call Reservation

(G—Guest, R—Reservationist)

R: Xingqiao Hotel. Reservations. Can I help you?

C: I'm calling from Hongkong. I'd like to book a room in your hotel, please.

R: What kind of room would you prefer?

G: A single with bath, please.

R: Which date would that be?

G: From May 20th to May 26th.

R: Would you like breakfast?

G: No, thanks.

R: Could I have your name, please?

G: John Smith. S-M-I-T-H.

R: Thank you, Mr Smith. A single with bath without breakfast from May 20th to May 26th. Am I correct,

Mr Smith?

G: Yes, thank you.

R: How will you be paying the bill?

G: By Visa Card.

R: That's fine. We'll be expecting you then. Goodbye,
Mr Smith.

G: Goodbye, madam.

2. Accepting a Booking in Person

G: Excuse me, can I make a room reservation here?

R: Certainly, madam. What kind of room would you
prefer?

G: Do you have suites?

R: Yes, we have suites and deluxe suites in Japanese,
British, Roman, French and Presidential styles.

G: Then a Japanese suite, please.

R: When for, madam?

G: For next Monday.

R: How long do you plan to stay, madam?

G: Three nights.

R: American Plan or Continental Plan?

G: Continental Plan, please.

R: Could you give me your name, please?

G: Killy Winter.

R: Please pay 500 yuan in advance, Miss Winter.