

ENGLISH FOR HOTEL SERVICES

饭店服务英语

陈根培 编

English

For Hotel

Services



ENGLISH FOR HOTEL SERVICES

饭 店 服 务 英 语

陈根培 编

高等教育出版社

内 容 提 要

本书系国家旅游局组织编写的旅游职业高中英语口语教材。全书共分 5 个部分, 55 个单元, 包括 157 个情景对话, 内容涉及饭店对客服务的全过程。每单元还设有“词组和表达法”、“注释”和“练习”等项目。书后附有词汇表。

本书也适合宾馆和饭店职工培训、社会办班以及具有高中英语水平的读者自学之用。

图书在版编目(CIP)数据

饭店服务英语/陈根培编. -北京: 高等教育出版社,
1990.3 (1998 重印)
ISBN 7-04-002341-5

I. 饭… I. 陈… III. 饭店-英语-口语-职业高中-教材
IV. H319.9

中国版本图书馆 CIP 数据核字 (95) 第 11590 号

*

高等教育出版社出版
高等教育出版社照排中心照排
新华书店北京发行所发行
高等教育出版社天津印刷厂印装

*

开本 850×1168 1/32 印张 8.625 字数 220 000

1990 年 3 月第 1 版 1998 年 5 月第 12 次印刷

印数 358 821 - 370 830

定价 8.60 元

编写说明

本书系旅游职业高中英语口语教材。全书共分 5 部分, 55 个单元, 包括 157 个情景对话。所有的情景对话均与饭店服务的实际有紧密的联系, 学生在学习饭店各岗位的实用英语的同时, 也能对饭店对客服务的全过程有所了解。

本教材的第二、三、四(总台、客房、餐饮)三个部分是按饭店对客服务的程序编排的, 因此要求教师应非常熟悉饭店各相关部门的服务与运转的细节与全过程。对于饭店服务工作不甚熟悉的英语教师, 最好下饭店一段时间“体验生活”, 当几天 doorman, bellman, clerk, housekeeper 或 waiter, 尝一尝 hamburger, martini, dry wine 等是什么滋味, 并把教材带到饭店去备课, 在服务员中试讲几次, 听听他们的意见和建议。这样做对他们用好本教材会有所帮助。

鉴于本书是一本口语教材, 在编写中着重考虑了饭店服务工作的实际需要, 难以兼顾循序渐进, 由浅入深的原则。在教学中重点应放在口头练习上, 放在背诵课文, 模仿句型, 表演对话, 训练听力, 扮演角色上。通过反复练习达到熟练掌握的目的。课堂上尽量做到人人开口。切忌用教精读的方法教口语, 不要在语法、句子分析等方面花费功夫。

在编写本书过程中, 手头可供参考借鉴的资料不够丰富, 且大多为外国的资料, 某些部分与国内情况结合不够紧密。尤其是第四部分餐饮服务, 涉及中餐服务不多。编者虽作了一番努力, 仍感分量不足, 有待日后补充。不过中、西餐在服务程序上(指预订、引座、点菜、处理投诉、结帐等方面)大同小异, 常用句型亦可通用。

本教材亦适合宾馆、饭店职工培训和具备高中英语水平的读

者自学之用。各培训单位亦可根据需要选学本书有关章节。

本教材在编写过程中得到国家旅游局教育司的关怀与指导，得到南京旅游学校领导的全力支持，南京旅游学校外语、饭店管理和财会教研组的许多老师，南京金陵旅馆培训中心的沈义洪同志对教材提出了许多宝贵的修改意见，特在此表示衷心的感谢。

由于本人水平有限，缺乏编写系统教材的经验，因此教材中错漏之处在所难免，热忱欢迎使用者多提宝贵意见以便再版时补充更正。

编 者

1988.8 于南京

Contents

Part 1 Courtesies

Unit 1. Greetings	2
Unit 2. Introduction	6
Unit 3. Parting	9
Unit 4. Requests and Responses	12
Unit 5. Thanks and Responses	15
Unit 6. Apologies	18
Unit 7. Asking the Way	21
Unit 8. Asking Time and Dates	25
Unit 9. Making Telephone Calls	28

Part 2 Front Desk Service

Unit 1. Reservation (I)	34
Unit 2. Reservation (II)	43
Unit 3. Guest Arrival	47
Unit 4. Check-in (I)	50
Unit 5. Check-in (II)	56
Unit 6. Bringing the Guest to Room	60
Unit 7. Delivering Bags	66
Unit 8. Cloakroom	69
Unit 9. Information Desk	73
Unit 10. Messages	77
Unit 11. Paging	82
Unit 12. Money Change	86

Unit 13. Miscellaneous Services	89
Unit 14. Bringing Baggage Down	94
Unit 15. Checking Out	98

Part 3 Housekeeping Service

Unit 1. Room Cleaning	106
Unit 2. Lending Equipment to Guests	111
Unit 3. Other Services	114
Unit 4. Damage Problems	119
Unit 5. Dealing with Complaints	122
Unit 6. Lost and Found(I)	125
Unit 7. Lost and Found(II)	130
Unit 8. Laundry(I)	134
Unit 9. Laundry(II)	138

Part 4 Food & Beverage Service

Unit 1. Taking a Reservation	144
Unit 2. Receiving the Diner	148
Unit 3. Taking Orders	153
Unit 4. Breakfast	161
Unit 5. Lunch	166
Unit 6. Dinner	171
Unit 7. Buffet and Snack Bar	175
Unit 8. In a Chinese Restaurant	178
Unit 9. Room Service	184
Unit 10. In the Bar	189
Unit 11. Dealing with Requests	193
Unit 12. Dealing with Complaints	195
Unit 13. Giving the Bill	203

Part 5 Other Services

Unit 1.	Shopping (I)	210
Unit 2.	Shopping (II)	214
Unit 3.	Operator (I) Calls from Outside	219
Unit 4.	Operator (II) Calls from Guest Rooms	222
Unit 5.	Operator (III) International Calls	226
Unit 6.	Convention Facilities	232
Unit 7.	Sport and Keep-fit	239
Unit 8.	At the Post Office	241
Unit 9.	Hair-dressing	244

Part One

Courtesies

Unit 1 Greetings

(A) In the morning

A: Good morning, sir.

B: Good morning.

A: Welcome to the International Hotel.

B: Thank you.

(B) In the afternoon

A: Good afternoon, Mr Brown.

B: Good afternoon.

A: How are you this afternoon?

B: I'm very well, thank you. And you?

A: I'm very well, too, thank you.

(C) In the evening

A: Good evening, Mr Brown.

B: Good evening, Xiao Li.

A: Is this your first visit to Beijing?

B: Yes, it is.

A: How do you enjoy your stay in our hotel?

B: Oh, it's a brand new hotel with every modern comfort. The room is tidy and clean, food excellent and service superb. I like it very much.

A: I'm very glad you like it.

Useful Expression:

Greetings

Responses

Good morning (afternoon,
evening).

How are you (getting on)?

How are things (with you)?

How's life (everything) with
you?

How's it going, then?

Good morning (afternoon,
evening) . .

Fine, thanks, and you?

Oh, not (too) bad, and
you?

Quite well, thank you.

Very well, thanks.

Just fine.

Just so so.

Not very well.

Notes:

1. Greetings 问候用语

2. Good morning. 早晨好, 早安 (中午12点前用)。回答
时用同样的话。

Good afternoon. 下午好 (下午5点前用)。回答时用同
样的话。

Good evening. 晚上好 (下午5点后用)。回答时用同样
的话。

3. sir 先生。服务员对不知姓名的单个男宾客的称呼。对
不知姓名的单个女宾客称呼 madam (夫人, 女士, 小
姐), 放在句末。

如: Good morning, sir. Good afternoon, madam.

Yes, sir. Yes, madam.

madam既可用于已婚妇女, 亦可用于未婚女子。

注意: 当有数位男宾客时应称呼Gentlemen, 不可称
sirs.

当有数位女宾客时应称呼ladies, 不可称

madams.

4. Welcome to …是“欢迎您到…”的意思，这里，Welcome 是感叹词。
5. Good afternoon, Mr Brown. 对于了解姓氏的客人应称呼其姓氏，西方人认为 A Guest's Name is Music To His Ears. 在异国他乡听到有人称呼自己的姓名倍感亲切。Mr 先生，为 Mister 之略，冠于男子之姓（或姓名）之前的称呼。

如：Mr (Henry) Green. (亨利·) 格林先生。
亦可冠于职务之前。如：Mr President 总统先生。
Mrs 夫人，太太。冠于已婚女子之姓（或姓名）之前的称呼。

Miss 小姐，冠于未婚女子之姓（或姓名）之前的称呼。
Ms 女士，冠于不明婚姻状况的女子之姓（或姓名）之前的称呼。

Mr, Mrs, Miss, Ms 均不可冠于名字 (first name) 前。如：Mr David, Mrs Kath, Miss Jane, Ms Mary 均为初学者易犯的错误，他们往往按中国人的习惯（姓在前，名在后），误将西方人的名字当作姓。

6. stay 这里可译成“住在…”，表示在某地暂时居留、逗留，不可用 live 来代替。
7. How do you enjoy your stay in our hotel? 您在我们饭店过得愉快吗？
8. modern comfort 指现代化的设施。
9. How are things with you?
How's life (everything) with you?
How's it going?

这些都是老朋友分别一段时间后，重逢时常用的问候语。回答时与回答 How are you? 一样。

Exercises

1. Recite the text.
2. Work in pairs to perform these dialogues in class without referring to the text.
3. Reply to the following:
 - a) Good morning (afternoon, evening) .
 - b) How are you?
 - c) How are you getting on?
 - d) How are things (with you)?
 - e) How's life with you?
 - f) How's it going?
4. You're a hotel staff member. What would you say if ,
 - a) you meet a lady who you don't know in the morning?
 - b) you meet a guest called Mr Miller in the evening?
 - c) you meet several men in the afternoon?
 - d) you meet several ladies in the morning?
 - e) you meet a group of guests in the evening?

Unit 2 Introduction

(A) Self-introduction

Receptionist: Good afternoon, sir. May I help you?

Guest: Yes, I'm John Smith from England. I have a booking for tonight.

R: Let me see, Mr Smith. Yes, your booking was for a single room.

G: Yes, that's right.

(B) Introducing people

G: I'd like to see your manager, please.

R: Just a minute, Mrs Smith... Mrs Smith, this is our manager, Mr Li. Mr Li, this is Mrs Smith.

L: How do you do, Mrs Smith? Nice to see you.

G: How do you do, Mr Li.

Useful Expressions:

1. Introducing people

—Allow me to introduce...to you.

—May I introduce...to you?

—Let me introduce...to you.

—I'd like you to meet...

2. When being introduced

—How do you do, Mr...?

— (I'm) glad to know you, Mr...

— (I'm) (very) glad to meet you.

— (I'm) pleased to meet you.

— (It's) nice to meet you.

—It's a pleasure to meet you.

3. Self-introduction

—May I introduce myself? I'm...

—Let me introduce myself. I'm...

—Hi. My name is...

—How do you do? My name is...

Notes:

1. introduction 介绍。西方人在介绍人们相互认识时通常是：把一般的人介绍给你所尊重的人（通常老人和妇女是受尊重的）。因此应遵循下列原则：
 - a. 将男子介绍给女子；
 - b. 同性别时，将年龄较轻的介绍给年龄较大的，将一般的人介绍给重要的人；
 - c. 将未婚女子介绍给已婚女子；
 - d. 将儿童介绍给成年人。
2. May (Can) I help you? 您有什么事吗？您有什么吩咐吗？这是服务员（包括卖品部的售货员）见到客人以后（或在电话上）最常用的客套话。可根据不同场合翻译成为：“您要住宿吗？”“您要用餐吗？”“您要买什么吗？”等。切不可说 What do you want? 那样是很不礼貌的。
3. booking (英) = reservation (美) n. 预订
4. single room 单人房间，是旅馆客房的一种。
5. Just a minute, Mrs Smith... 史密斯夫人，请稍等片刻。这是服务员请客人等待时用的客套话。也可说 Just a moment, please.
One moment (minute), please.
6. How do you do? 您好。被正式介绍时双方相互招呼用语。

Exercises

1. Recite the text.
2. Work in pairs to perform these dialogues in class without referring to the text.
3. Reply to the following:
 - a) How do you do?
 - b) Glad to know you.
 - c) Glad to meet you.
 - d) Pleased to meet you.
 - e) It's nice to meet you.
 - f) It's a pleasure to meet you.
4. You're a hotel staff member.
 - a) How would you introduce your manager to a guest called Mrs Jones?
 - b) What would you say when you're introduced to a guest?
 - c) How would you introduce yourself?

Unit 3 Parting

(A) In a hotel

Cashier: Good morning, sir. May I help you?

Guest: Yes. I'm leaving this morning. I want to pay my bill now. The name is Mr Black. Room 1234.

Ca: Just a moment, please. ...That's 250 yuan.

G: Here you are.

Ca: Here's your receipt. I hope you enjoyed your stay with us.

G: Thank you and good-bye.

Ca: Good-bye.

(B) In a restaurant

Guest: Waiter! Can I have the bill, please?

Waiter: Yes, sir. ... Here you are.

G: Can I sign for it?

W: Certainly, sir.

G: (Signs the bill) I really enjoyed the food and service here very much.

W: It's very kind of you to say so. We hope to serve you again.

G: Thank you and good-bye.

W: Good-bye!

(C) With friends

David: Well, it's being lovely seeing you but I really must