



新世纪高职高专教改项目成果教材

Xinshiji Gaozhi Gaozhuan Jiaogai Xiangmu Chengguo Jiaocai



饭店服务英语

English For Hotel Service

姜文宏 李玉娟 编著



高等教育出版社

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内容提要

本书是教育部新世纪高职高专教育人才培养模式和教学内容体系改革与建设项目成果,是组织有关教育部高职高专教育专业教学改革试点院校编写的。

本书从饭店从业人员的实际工作需要,尤其是从提高饭店服务人员的英语交际能力出发进行构思、设计和编写,形式新颖、选材独到、内容丰富、语言规范、针对性强,对提高高职高专院校饭店管理与服务专业学生的英语交际能力具有实用价值。

全书由四个专题共二十七单元组成,每个单元包括教学与考核要点、情景对话和相关知识链接三个组成部分。书后附有饭店服务英语常用句型和专业词汇。本书还配有录音光盘,可作为听、说训练素材。

本书可作为高等职业院校、高等专科学校、成人高等院校、本科院校高职教育饭店管理与服务及相关专业学生的学习用书,也可供五年制高职院校、中等职业学校学生及社会从业人员使用。

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前 言

本书是教育部新世纪高职高专教育人才培养模式和教学内容体系改革与建设项目成果教材。

本书从饭店从业人员的实际工作需要,尤其是从提高饭店服务人员的英语交际能力出发进行构思、设计和编写,形式新颖、选材独到、内容丰富、语言规范、针对性强,对提高高职高专院校饭店管理与服务专业学生的英语交际能力具有实用价值。

本书共有四个专题二十七单元,每个单元由三个部分组成:

第一部分为教学与考核要点,给出的是本单元的讲授、学习与考核要点。其目的是使教师和学生把握本单元的教学重点,使其教有目标、学有方向、考有重点。

第二部分为情景对话,内容的编排按照客人住店的时空顺序依次展开。前厅、客房部分情景对话的编排次序为预订客房、登记入住、进入房间、收发洗衣、问讯、投诉、结账离店;餐厅部分情景对话的编排次序为订位、安排入座、点菜、席间服务、投诉、结账等。对话情景的选择贴近饭店各相关部门的工作实际,所用语言简洁、规范,针对性和实用性强,便于学生学习、理解和掌握,更有利于学生英语口语交际能力的训练和提高。

第三部分为相关知识链接,安排一至两篇与本单元情景对话内容相关的阅读材料。具体内容涉及饭店的划分、饭店相关部门介绍、员工工作职责、客房的类型、中餐分类、餐桌礼仪、如何处理投诉等等,旨在扩大学生的词汇量、拓宽学生的知识面,并对情景对话部分形成辅助和支撑。

在情景对话和阅读材料之后,安排了精心设计的练习,便于学生对相关知识点和语言点的进一步理解和掌握。

本书构思独特、内容新颖、实用性强、使用面广,既可作为高职高专院校饭店管理与服务专业的专业教材,也可供饭店从业人员或其他自学者学习之用。本书还配有录音光盘,可作为听、说训练的素材。

本书由姜文宏、李玉娟编著,其中第一、第二专题由姜文宏编写,第三、第四专题与附录部分由李玉娟编写,最后由姜文宏负责全书统稿。

辽东学院封亚东教授在百忙之中,仔细阅读了本书的编写大纲和书稿,并提出了宝贵的修改意见。在本书的编写过程中,我们还得到了有关饭店及其他相关单位和同行的支持与帮助,在此一并表示衷心感谢!

由于编者水平有限,编写时间仓促,疏漏之处在所难免,恳请广大读者不吝指正。

编者

2004年1月

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Workshop One

English *For* Front Office



Unit ONE Reservation

►► Part One

Key Points for Teaching, Learning & Assessment in the Unit



*B*asic Procedures

- ◆ greetings
- ◆ date of arrival and departure
- ◆ room types
- ◆ name
- ◆ address
- ◆ telephone number
- ◆ confirmation

*F*ully Booked

- ◆ waiting list
- ◆ name
- ◆ telephone number
- ◆ recommending another hotel if necessary

*A*dvance Reservation

- ◆ responsibility
- ◆ ways of making reservation
- ◆ procedure of making reservation

Part Two

Sample Communication

Sample I Receiving a Reservation (Basic Procedures)

(R = Receptionist O=Operator G = Guest)

- O: Good morning. Kempinski Hotel. May I help you?
- G: Yes, I'd like to reserve a room, please.
- O: Wait a moment, sir. I'll put you through.
- R: Room Reservation. Can I help you?
- G: I want to book a room at your hotel.
- R: For which date, please?
- G: From October 10th.
- R: For how many nights?
- G: For three nights.
- R: How many guests will there be in your party?
- G: Just my wife and myself.
- R: What kind of room would you prefer? A double or a twin?
- G: A twin, please.
- R: Could you hold the line, please? I'll check our room availabilities for those days... Thank you for waiting, sir. We have a twin at 80 Yuan and another at 95 Yuan. Which would you prefer?
- G: We'll take the one at 95 Yuan.
- R: Certainly, sir. May I have your name and initials, please?
- G: Yes, its Brown T. E.
- R: How do you spell that, please?
- G: B - R - O - W - N
- R: Mr. Brown, May I have your phone number?
- G: Yes, the number is 06-321-5535.
- R: 06-321-5535. Is this your home phone number?
- G: Yes, it is.
- R: May I know your address?
- G: Yes. It's 425 Moon Boulevard, Hattiesburg, New York.
- R: What time do you expect to arrive, sir?
- G: Oh, around 6 p.m. I suppose.
- R: I'd like to confirm your reservation. A twin room for Mr. and Mrs. Brown at 95 Yuan per night for three nights from October 10 to October 12. My name is Barbara and we look forward to seeing you.

Sample II We Are Fully Booked

(R = Receptionist G = Guest)

- R: Reservation. Good morning. Can I help you?
- G: I'd like to reserve a single room with bath for the Sept. 24.
- R: Just a moment please. I'm sorry, Madam. We are fully booked on that date.

G: Oh, bad luck!

R: Would you like us to put you on our waiting list and call you in case we have a cancellation?

G: Thank you. That's very kind of you.

R: It's our pleasure. Could you give me your telephone number?

G: Yes, My number is 08-65783325.

R: And your name, please?

G: Evelin. Evelin Winthrop.

R: Okay. 08-65783325. Miss Evelin Winthrop, we will call you as soon as we have a single room with bath available. Good-Bye.



Notes

- | | |
|--------------------------------------|-----------------|
| 1. availability [ə, veɪlə'bɪlɪtɪ] n. | 可得性, 可得到的东西 |
| 2. initial [i' nɪʃəl] a. | 最初的 |
| n. | (复) 姓名或组织名称的首字母 |
| 3. confirm [kən' fə:m] v. | 确认 |

Exercise I

Complete the following dialogue

(Mary Brown calls to the hotel to book rooms. M = Mary Brown R = Receptionist)

R: Good afternoon, miss. Can I help you?

M: Good afternoon. _____ (我要在你们饭店订几个房间。)

R: What kind of room do you like?

M: _____ (我要订三个标准间和一个家庭套房。)

R: When do you want the rooms?

M: From tomorrow to Sunday, three nights.

R: Wait a moment, please. I'll check...

Oh, yes, Miss. We have rooms these days.

M: That's great.

R: _____? (请问您的姓名?)

M: _____

R: _____? (请说一下您的电话号码好吗?)

M: Ok. 010-82015766.

R: 010-82015766. Can you give me your address, Miss?

M: _____ (北京市海淀区学院路 1125 号。)

R: _____?(您将在什么时间到达?)

M: Around 4 p.m.

R: Miss Brown. _____?(您预订三个标准间和一个家庭套房, 住店时间是十月十号到十月十二号, 三个晚上, 对吗?)

M: That's right.

R: Thank you, Miss Brown. _____ (我们期待您的光临。)

Exercise II**Put the following into English orally**

- 您好！希尔顿饭店。有什么可以帮忙的吗？(我能为您做些什么吗？)
- 我想在你们饭店预订客房。
- 请稍候。我把电话给您接过去。
- 预订部。有什么可以帮忙的吗？
- 这是中国国际旅行社。我们想为一个美国旅游团订8个单人房和5个双人房。从9月15日到9月20日。
- 请稍候。让我查一下。行。
- 1间房住一夜要多少钱？
- 1间单人房是130美元。1间双人房是150美元。
- 伙食费也包括在内吗？
- 不，对不起，伙食费另加。
- 儿童享受优惠吗？
- 是的。12岁以下儿童半价。
- 顺便问一下，加床要额外付费吗？
- 抱歉，先生。目前我们不提供加床服务。还有什么要求吗？
- 没什么了，谢谢。
- 先生，请问您叫什么名字？
- 王平。
- 好，谢谢。

Exercise III**Make dialogue according to the given situations**

1. Make a call to a hotel to book a room or rooms. Be sure to mention your requirements, the date you'll arrive and the time you expect to stay. Also, don't forget to inquire about the price.
2. You call to a hotel to reserve a room, but the clerk tells you it's already fully booked. What will you do?

Part Three**Related Background Knowledge****■ Reading Material Advance Reservations**

The advance reservationist belongs to the front office department. He / she works at the front desk by the lobby. His / her job responsibility includes answering questions concerning reservations, booking and assigning rooms for guests who request rooms in the hotel. He / she also takes reservations, cancellations and revisions and writes and sends out the hotel's letters of confirmation.

Advance reservations are made in different ways——some people send reservation letters to the hotel, others go directly to the hotel and make reservations in person or call the hotel and make

reservations over the telephone, (But it is usually necessary for guests who make reservation by telephone to confirm their booking in writing.) still others telegraph the hotel for rooms.

Today, facsimile reservation has become more popular. This is because, with Fax, the communication is instantaneous. Messages can be sent and received from one corner of the world to another in a matter of seconds. The hotel can confirm a guest's booking immediately with a reply Fax, and the in-coming Fax from the guest can be kept as the confirmation of the guest's booking. Thus much time and paper work are saved.

A recent development in the hotel advance reservation business is the introduction of a computerized reservation network linking the different hotels in a hotel chain with each other, with major airline seat reservation systems and with the computer terminals in the offices of important travel agencies. Thus the guest's reservation is very much facilitated. For now the guest can simply go to either a travel agency or an airline office or a hotel and have all his travel arrangement made.

When a reservationist receives a reservation request, he / she first checks the hotel's booking situation and see if the hotel has any vacancy during the specified period. If the hotel is able to accept the booking, the reservationist would fill out a reservation form and record the information in a reservation diary.



Notes

- | | |
|--------------------------------------|--------------|
| 1. facsimile [fæk'simili] n. | 传真 (缩写 Fax.) |
| 2. instantaneous [ɪnstən'teɪnjəs] a. | 瞬间的, 即刻的 |
| 3. facilitate [fə'siliteit] v. | 使容易, 便利 |
| 4. vacancy ['veikənsi] n. | 空房 |

Exercise I

Indicate whether each of the following statements is true or false

1. The advance reservationist works in the lobby.
2. One of reservationist's works is sending out letters of confirmation.
3. There are many ways to make advance reservation.
4. Facsimile reservation is the most popular way of reserving in hotel.
5. Computers make reservation fast and convenient.

Exercise II

Questions for discussion

1. What do reservationists do in their work?
2. How many ways of reservation mentioned in the text? Do you know any more?
3. Imagine if a reservationist receives a reservation call but the hotel has fully booked, what should he / she say?
4. If he / she accepts a reservation, what should he / she do?