



全国高职高专**专业英语**规划教材

English
for Hotel

酒店英语

董全悦 闫晓磊 张丽君 主编
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酒 店 英 语

张丽君 主 编

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内 容 简 介

本书基于酒店的各种工作情境进行构思、设计和编写,尤其是从提高酒店从业人员的英语交际能力出发,同时兼顾酒店理论知识的提升。全书共分为6章,chapter I为酒店概述,Chapter II~Chapter VI,各章依据工作情景设置相应的几个学习模块,每一模块就是一课,每一课涵盖九大特色栏目。

本书为酒店从业人员量身定做、突出酒店工作对职业英语技能的要求,将职业训练贯穿于英语学习中,使他们能够全面提升酒店工作能力。本书在内容上涉猎广泛、专业性和实用性强。

本书可作为高等职业院校、高等专科院校、成人高等院校、本科院校高职教育酒店管理专业、旅游管理专业学生的学习用书,也可作为酒店、餐饮业员工的培训用书。

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前 言

在世界交往日益频繁的趋势下，英语作为国际交往中的主要语言，其重要性越来越明显。可以说，具备良好的英语能力，才能适应未来世界的脉动。中国酒店业是最早与国际接轨的行业之一。但是英语，却始终是阻碍我国酒店业服务质量进一步提升的瓶颈。为此，我们编写了本书，旨在让我们的酒店从业人员都能用英语进行最基本的交流，从而在各自的岗位上，尽显自己的才能；使流利的语言服务为娴熟的职业技能锦上添花，从而为国内外客人提供高品质的服务。

本书基于酒店的各种工作情境进行构思、设计和编写，着重从提高酒店从业人员的英语交际能力出发，但同时又兼顾酒店理论知识的提升。

本书共分为6章。Chapter I为酒店概述，Chapter II~VI，各章依据工作情景设置相应的几个学习模块，每一模块就是一课，每一课涵盖以下九大特色栏目。

(1) **开篇(Preamble)** 简介本课内容，阐述本课学习目标。

(2) **导入(Lead-in Activity)** 学生在学习每课之前，根据一组图片，学生先进行小组讨论，然后师生互动讨论，为每课内容的学习做“热身”准备。

(3) **业务知识(Practical Practice)** 探讨专业背景知识，介绍酒店服务的基本程序与酒店管理的基本理论，以进一步凸显专业英语教材的特点。

(4) **词库(Word Bank)**：前一栏目中的新词难词，包括词的发音、词义及句法功能等；

(5) **情景会话(Situational Conversations)** 对话力求贴近和涵盖酒店工作的实际情景，使教学内容具有实用性，并在对话后提出问题；

(6) **词库(Word Bank)** 前一栏目中的新词难词，包括词的发音、词义及句法功能等；

(7) **实用句型总结(Useful Expressions)** 总结本课常用句型及表达方法，以便于模块式记忆和查阅；

(8) **课外练习题(Activities)** 根据每课的教学内容，有针对性地设计练习，供学生学习和讨论；

(9) **礼仪常识(Etiquette Tips for Daily Life)** 酒店行业是礼貌的行业。礼仪、礼貌和礼节贯穿在酒店接待服务活动的全过程，为酒店和宾客之间架起友谊的桥梁。

本书力图摆脱一般教科书的刻板性，增强其行业的针对性和灵活性，因此在编写中，我们广泛听取各类星级酒店员工的建议和意见，经过反复讨论推敲，最后确定了现在的体例和内容：集英语口语交流、专业词汇学习、背景知识了解、酒店礼仪欣赏于一体，为酒店从业人员量身定做，突出酒店工作对职业英语技能的要求，将职业训练贯穿于英语学习之中，使他们能够全面提升酒店工作能力。本书在内容上涉猎广泛，专业性和实用性强。从酒店概述到酒店工作过程，主题包括客房预订、应接服务、入住登记、礼宾服务、客房服务、订餐、引位、点菜、上菜、送餐、解决投诉、餐饮结账、娱乐休闲服务、商务服

务、退房等。以场景主题描述为主，使从业人员能够与客人形象地进行情景模拟交流。

本书由张丽君担任主编，并负责编写 Chapter I 和 Chapter II；董全悦、闫晓磊、刘志波担任副主编，其中董全悦负责编写 Chapter III；闫晓磊负责编写 Chapter IV；刘志波负责编写 Chapter IV 和 Chapter VI；杨娟负责编写 Appendix 1~9

本书可作为高等职业院校、高等专科院校、成人高等院校、本科院校高职教育酒店管理专业、旅游管理专业学生学习用书，也可作为酒店、餐饮业员工培训用书。

由于酒店英语所涉及的内容广泛且不断发展，加之编者水平有限，书中难免存在不妥之处，敬请广大读者不吝指正。

张丽君

目 录

Chapter I An Overview of Hospitality Industry	1
Preamble	1
Lead-in Activity	1
Practical Practice	2
Activities	14
Chapter II Front Office and Its Sections	17
Lesson One An Introduction to the Front Office 第一课 前厅简介	17
Preamble	17
Lead-in Activity	18
Practical Practice	18
Activities	21
Etiquette Tips for Daily Life	22
Lesson Two Room Reservations 第二课 预订服务	24
Preamble	24
Lead-in Activity	24
Practical Practice	25
Situational Conversations	28
Useful Expressions	33
Activities	34
Etiquette Tips for Daily Life	36
Lesson Three Bell Service 第三课 应接服务	38
Preamble	38
Lead-in Activity	38
Practical Practice	38
Situational Conversations	40
Useful Expressions	42
Activities	43
Etiquette Tips for Daily Life	45
Lesson Four Concierge Service 第四课 礼宾服务	46
Preamble	46
Lead-in Activity	46



Practical Practice	46
Situational Conversations	49
Useful Expressions	52
Activities	54
Etiquette Tips for Daily Life	55
Lesson Five Check in 第五课 登记入住服务	56
Preamble	56
Lead-in Activity	56
Practical Practice	57
Situational Conversations	60
Useful Expressions	64
Activities	65
Etiquette Tips for Daily Life	68
Lesson Six Telephone Service 第六课 电话服务	71
Preamble	71
Lead-in Activity	71
Practical Practice	72
Situational Conversations	75
Useful Expressions	78
Activities	80
Etiquette Tips for Daily Life	81
Lesson Seven Business Center 第七课 商务中心服务	83
Preamble	83
Lead-in Activity	83
Practical Practice	83
Situational Conversations	86
Useful Expressions	88
Activities	89
Etiquette Tips for Daily Life	91
Lesson Eight Cashier's Service 第八课 收银服务	93
Preamble	93
Lead-in Activity	93
Practical Practice	93
Situational Conversation	98
Activities	100
Etiquette Tips for Daily Life	102



Chapter III The Housekeeping Department and Its Sections.....	103
Lesson One An Introduction to the Housekeeping Department 第一课 客房简介.....	103
Preamble	103
Lead-in Activity	104
Practical Practice.....	104
Activities	108
Etiquette Tips for Daily Life	110
Lesson Two Regular Services 第二课 常规服务.....	111
Preamble	111
Lead-in Activity	111
Practical Practice.....	112
Situational Conversations.....	114
Useful Expressions.....	118
Activities	119
Etiquette Tips for Daily Life	121
Lesson Three Laundry Service 第三课 洗衣服务.....	123
Preamble	123
Lead-in Activity	123
Practical Practice.....	124
Situational Conversations.....	126
Useful Expressions.....	130
Activities.....	131
Etiquette Tips for Daily Life	133
Lesson Four Personalized Housekeeping Service 第四课 客房个性化服务.....	135
Preamble	135
Lead-in Activity	135
Practical Practice.....	136
Situational Conversations.....	138
Useful Expressions.....	141
Activities	142
Etiquette Tips for Daily Life	144
Lesson Five Dealing with Emergencies 第五课 处理特殊情况.....	145
Preamble	145
Lead-in Activity	145
Practical Practice.....	146



Situational Conversations.....	148
Useful Expressions.....	151
Activities.....	151
Etiquette Tips for Daily Life.....	153
Chapter IV Food and Beverage Department.....	155
Lesson One About the Food & Beverage 第一课 餐饮部简介.....	155
Preamble.....	155
Lead-in Activity.....	156
Practical Practice.....	156
Activities.....	159
Etiquette Tips for Daily Life.....	161
Lesson Two Taking Restaurant Reservations 第二课 餐饮预订服务.....	162
Preamble.....	162
Lead-in Activity.....	162
Practical Practice.....	163
Situational Conversations.....	164
Useful Expressions.....	168
Activities.....	169
Etiquette Tips for Daily Life.....	171
Lesson Three Hosting 第三课 迎宾服务.....	172
Preamble.....	172
Lead-in Activity.....	172
Practical Practice.....	172
Situational Conversations.....	175
Useful Expressions.....	176
Activities.....	177
Etiquette Tips for Daily Life.....	179
Lesson Four Taking Orders 第四课 点菜服务.....	181
Preamble.....	181
Lead-in Activity.....	181
Practical Practice.....	182
Situational Conversations.....	185
Useful Expressions.....	187
Activities.....	189
Etiquette Tips for Daily Life.....	190
Lesson Five Serving Dishes 第五课 上菜服务.....	192



Preamble	192
Lead-in Activity	192
Practical Practice	192
Situational Conversations	195
Useful Expressions	199
Activities	200
Etiquette Tips for Daily Life	201
Lesson Six Bar Service 第六课 酒吧服务	203
Preamble	203
Lead-in Activity	203
Practical Practice	204
Situational Conversations	206
Useful Expressions	209
Activities	210
Etiquette Tips for Daily Life	211
Lesson Seven Room Service 第七课 客房送餐服务	213
Preamble	213
Lead-in Activity	213
Practical Practice	214
Situational Conversations	216
Useful Expressions	219
Activities	220
Etiquette Tips for Daily Life	221
Lesson Eight Paying the Bill 第八课 结账服务	223
Preamble	223
Lead-in Activity	223
Practical Practice	223
Situational Conversations	225
Useful Expressions	227
Activities	228
Etiquette Tips for Daily Life	230
Chapter V Health and the Recreation Club	231
Lesson One About the Health & the Recreation Club 第一课 康乐部简介	231
Preamble	231
Lead-in Activity	232
Practical Practice	232



Activities	236
Etiquette Tips for Daily Life	237
Lesson Two Beauty Salon 第二课 美容美发服务	238
Preamble	238
Lead-in Activity	238
Practical Practice	239
Situational Conversations	240
Useful Expressions	244
Activities	244
Etiquette Tips for Daily Life	246
Lesson Three Gym 第三课 健身馆	247
Preamble	247
Lead-in Activity	247
Practical Practice	248
Situational Conversations	250
Useful Expressions	253
Activities	254
Etiquette Tips for Daily Life	255
Lesson Four Sauna Bath and Spa 第四课 桑拿与水疗	257
Preamble	257
Lead-in Activity	257
Practical Practice	258
Situational Conversations	259
Useful Expressions	261
Activities	262
Etiquette Tips for Daily Life	263
Lesson Five Swimming Golf and Karaoke 第五课 游泳、高尔夫和卡拉 OK 服务	265
Preamble	265
Lead-in Activity	265
Practical Practice	266
Situational Conversations	268
Useful Expressions	271
Activities	272
Etiquette Tips for Daily Life	275



Chapter VI Other Services in the Hotel.....	277
Lesson One Dealing With Complaints 第一课 处理投诉.....	277
Preamble	277
Lead-in Activity	277
Practical Practice.....	278
Situational Conversations.....	280
Useful Expressions.....	285
Activities	285
Etiquette Tips for Daily Life	287
Lesson Two Shopping 第二课 购物服务	289
Preamble	289
Lead-in Activity	289
Practical Practice.....	289
Situational Conversations.....	291
Useful Expressions.....	294
Activities	295
Etiquette Tips for Daily Life	297
附录.....	299





Chapter I

An Overview of Hospitality Industry



Preamble

If you think a nine-to-five job is not meant for you because you love meeting people and entertaining them, a career in hospitality could be a good idea. This career is best suited to those who are ready to take up everyday challenges and work in high-pressure zones. However, there is more to the hospitality sector than pressure. It is a 24×7 entertaining job that lets you enjoy on the job.

Hospitality may be one of the most exciting industries to work in but it isn't an easy life. Are you ready to go?

At the end of this chapter, you should be able to:

- ✦ Memorize the specialized terms and expressions
- ✦ List various categories of hotels
- ✦ List various departments of a hotel
- ✦ Develop a sense of work ethics
- ✦ Develop a pleasing manner while dealing with the customers



Lead-in Activity

Pre-speaking: Look at the pictures below. What are the advantages and disadvantages of working in a hotel? Which department would you like to start your career in? Compare your

answers with your partner's.



Practical Practice

Careers in Hospitality

As lifestyle needs and services **evolve** through time, more job positions are created. In fact, if you would be **browsing** the classified ads nowadays, you can **encounter** certain terms that seem not to exist **decades** ago. For example, terms like white **collar** jobs, blue collar jobs, and home-based jobs, along with the popular “hospitality management jobs.”

The hospitality industry is one of the fastest-growing industries in the world. It offers some exciting careers and a lot of job satisfaction. But it isn't easy working in a hotel—the peak holiday season is hard work, with employees often working long hours and sometimes seven days a week.

But what are hospitality management jobs anyway? If you're not familiar with this kind of professional field, here are the **essentials** that you need to know about the said area of expertise.

Basic definition

To put it short, these are basically jobs or professions that generally deal with hospitality. The main **principle** here is that you cater services to other people so that they would feel more welcome wherever place that the service is catered. Thus, the main job here is to become **hospitable** and **accommodating** to whomever you are serving.

The crew

In the field of hospitality, it doesn't really matter if you would be serving your customers face to face or not. In fact, more often than not, jobs in this kind of field would include services in the backstage arena such as chefs, planners and other positions that involve planning and preparations. However, positions **subjected to** more **exposure** to customers are usually those that involve upfront services like receptionists, waiters, waitresses, concierge, park administrators, **casino** personnel, and the like.



The working environment

There is also a vast field of choices of where you can work in this kind of field. For instance, restaurants and cafes could be one good starting point. Additionally, you can work in bed and breakfast accommodations and hotels. Casinos are also good working environment where you could expect to have big tips. Resorts and museums are also **viable**. And the best part is you can work in **cruise ships** and have the chance to travel all over the world!

It is also possible that you put up your own business. This is much true if you have decided to specialize one a course related to **culinary arts**. You can put up your own restaurant, if you want to. If you specialized on the tourism field, you could put up your own travel agency.

People

Hospitality refers to the relation which is built up between a guest and their host and it also refers to the act of being hospitable, that is taking care and entertaining the guest, visitors or strangers with full due respect. The hospitality industry is different from other industries. Hospitality is people dealing with people, from the porter to the hotel manager. If you don't like people, this isn't the career for you.

Job requirements

Enjoying being among people is the first and foremost requirement to be able to chart a course of success in the hospitality industry. The job of a person serving in this field requires one to be people-friendly, adaptable, and energetic. Other traits that will come in handy include the ability to work in a team, problem-solving capabilities, and working in a customer-centric atmosphere. If the smiles on your guests' satisfied faces make you forget all your difficulties—including the pressure of working on your feet for late hours without the weekends for yourself—you are probably tailor-made to suit this profession. On the contrary, a **reclusive, introverted** personality who likes keeping to themselves, working in a cubicle for a **stress-free** job, or likes a typical office-hours shift is a complete misfit.

Hotel jobs

Hospitality industry's worth is in billions so it is a good chance to take advantage of it. Hospitality mainly refers to those jobs in the sectors of hotels, restaurants, casinos, catering, resorts, SPAs, etc. and other businesses dealing with tourists. Many youngsters are now looking here for their career **prospects** and making good use of its **boom** time. To be a part of this industry all one needs to be is **presentable, appealing**, polite, sweet natured, friendly, **extrovert** and of course hard working. The work force of hospitality industry is usually young; they age from between 25 to 40. This is because this is the most active part of their life and they put in their hardest efforts during their working period.



Word Bank

career	[kə'riə]	<i>n.</i> 职业, 生涯, 履历	a diplomatic career 外交官生涯
hospitality	[ˌhɒspi'tæliiti]	<i>n.</i> 殷勤, 好客 (提供给客人的)食宿招待	hospitality industry 酒店业; 旅游服务业
evolve	[i'vɒlv]	<i>vt. & vi.</i> 演变; 进化	Language is constantly and gradually evolving. 语言在不断地缓慢发展。
browse	[brauz]	<i>vi.</i> 随意翻阅, 浏览	He sits browsing over/through a book. 他坐着翻阅书籍。
encounter	[in'kauntə]	<i>vt.</i> 遇到, 偶然碰到	I encountered great difficulties in learning English grammar. 我在学习英语语法时遇到了很大困难。
decade	['dekeid]	<i>n.</i> 十年, 十年间	Prices have risen steadily during the past decade. 过去的十年间, 物价一直在稳步上涨。
collar	['kɒlə]	<i>n.</i> 衣领, 领子	He turned his overcoat collar up. 他把外套的衣领翻了起来。
essential	[i'senʃəl]	<i>n.</i> 要素, 要点; 必需品	We only have time to pack a few essentials. 我们只来得及装几件生活必需品。
principle	['prinsəpl]	<i>n.</i> 原则, 原理	Each side declared that it would never abandon its principle. 各方都说绝不放弃自己的原则。
accommodate	[ə'kɒmədeɪt]	<i>vt.</i> 向……提供住处	The hotel can accommodate 600 guests. 这家旅馆可供 600 位来宾住宿。
subject to		<i>vt.</i> 使……服从, 征服	He tried to subject the whole family to his will. 他试图使全家人服从他的意愿。
exposure	[iks'pəʊʒə]	<i>n.</i> 暴露, 显露	After only a short exposure to sunlight, he began to turn red. 他在阳光下只晒了一会儿, 皮肤就开始变红了。
casino	[kə'si:nəʊ]	<i>n.</i> 赌场; 娱乐场	A casino is a facility that houses and accommodates certain types of gambling activities. 赌场是提供各种赌博活动的场所。



viable	['vaɪəbl̩]	adj. 切实可行的; 可实施的	The scheme is economically viable. 这个计划从经济效益来看是可行的。
cruise ship		n. 游轮	A cruise ship or cruise liner is a passenger ship used for pleasure voyages. 游轮是用来观光旅行的客船。
culinary art		烹饪	She is studying culinary arts. 她正在学习烹饪。
reclusive	[ri'klu:sɪv]	adj. 隐遁的, 隐居的	live an unsocial reclusive life 过着与世隔绝的生活
introverted	['ɪntroʊvɜ:tɪd]	adj. 内向的, 含蓄的	Do you call yourself introverted or extroverted? 你性格内向, 还是外向?
stress	[stres]	n. 压力, 紧张	The roof couldn't bear the stress of the snow. 屋顶受不了积雪的压力。
prospect	['prɒspekt]	n. 前景; 前途	John is in high spirits at the prospects. 约翰对前景充满希望。
boom	[bu:m]	n. (经济等的)繁荣, 迅速发展; 隆隆声	The industry enjoyed a boom. 这个行业欣欣向荣
presentable	[pri'zentəbl̩]	adj. 拿得出的; 像样的; 中看的; 中听的	I have nothing presentable to wear. 我没有像样的衣服可穿。
appealing	[ə'pi:lɪŋ]	adj. 有感染力的, 吸引人的	What an appealing little baby! 多么讨人喜爱的小婴儿!
extrovert	['ekstrəʊvɜ:t]	n. 性格外向的人 反义词: introvert	She's a good person to invite to a party because she's such an extrovert person. 最好把她邀来参加聚会, 因为她很爱交际。

Hotel, Where Does the Name Come from?

Hotel, an organization which makes paid accommodation available, generally on a **temporary** basis. Hotels usually provide numerous guest services, for example, a restaurant, a childcare or a swimming pool. A number of hotels contain meeting rooms and **conference facilities** and encourage people to arrange get-togethers and **conventions** at their own place.

The word also refers to a bar or a pub in Australia. Even in the United Kingdom, many bars, having hotel in their names, do not provide lodging or foodstuff. In India, hotel refers to restaurant as the better restaurants were located near to good hotels. The word hotel **originated** from a French word. It refers to a French **edition** of a townhouse but not a building where accommodation is offered. Accommodating people in dedicated buildings have **immense antiquity** and people of various customs started practicing it. Hoshi Ryokan, a Japanese hotel, which was established in the year of 717, is the oldest hotel in the world. Basic lodging of a room with no more than one bed, one cupboard, one small table and one washstand was **substituted** by