

职业院校饭店服务与管理专业

.....系列教材.....

饭店情景英语

Hotel Scene English

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出版说明

职业教育与普通教育的不同在于，普通教育强调较强的系统理论基础，培养的是学术型、工程型人才；而职业教育强调较强的实践技术和专门技能，培养的是技术型、技能型人才。因此，职业教育既有高等教育在教育领域的某些共性，更有职业教育的个性，即特色。这种特色首先表现为独特的办学理念 and 办学思路：以就业为导向、与社会经济发展紧密结合，以社会需要为出发点和落脚点，以行业企业为主导的校企合作、产学研结合等。

实现职业教育的目标、体现职业教育的价值离不开优秀的教材！

事实却是，市场上的教材不是本科教材的简单删减，就是培训教材的粗略扩充，导致职业教育教材中的部分内容是已被淘汰的知识，新知识、新技术、新内容、新工艺、新材料不能及时反映到教材中来，教材与紧密联系生产一线的职业教育专业设置不符，给学生就业带来弊端。

为了解决上述问题，我们策划并组织编写了这套“职业院校饭店服务与管理专业系列教材”，期望能够满足广大老师和学生的需求。本套教材从策划伊始到问世，都伴随着策划人详尽的调研和编写老师严谨的耕耘。这些使得本套教材具有以下特点：

1. 通俗易懂，深浅有度。理论知识广而不深，基本技能贯穿教材的始终。图文并茂，以例释理的方法得到广泛的应用，十分符合职业院校学生的学习特点。

2. 注重“双学型”特点的体现。职业教育对“双师”和“双证”的要求，必然呼唤教材具备“双学”的特点：一方面，教材能够协助教师对学生进行在校的理论和实践教育；另一方面，还能够帮助学生取得相关职业技能证书，向劳动部门颁发的职能鉴定标准看齐，为就业做好准备。为了做到这点，本套教材与这些技能考试相结合，以考试的试题为课堂训练或者拓展模

块，实现两者的有机结合。

3. “套餐式”教材，电子教案请专业人士制作。现代化的手段可以帮助丰富和发展传统的教材，PPT可以使学生的注意力更加集中，书本的附加内容可以使书本内容形象生动，适量的配套练习、详细的参考答案可以培养学生自学自测的能力……特别是，本套教材的这些“套餐式”严禁杜绝流于形式，那些不能用、不适用的课件做了还不如不做。

4. 模块式的编写思路。以大模块嵌套小模块的方式来编写。实践证明，这种模块式的教材更能吸引学生产生学习兴趣。

“职业院校饭店服务与管理专业系列教材”符合职业教育的教学理念和发展趋势，能够成为广大老师和学生教与学的优秀教材，同时也可以作为饭店管理人员、相关从业人员的自学读物。

前 言

随着我国改革开放的进一步深入，以及国家“大经贸战略”的进一步实施与世界各国的经济贸易和其他外事往来日益频繁，从而进一步推动了我国饭店服务行业及接待外国友人的业务不断发展，就要求各类饭店企业拥有一批掌握饭店服务英语的应用型人才。

本书读者主要是在校的饭店服务管理专业的高职高专的学生或饭店从业人员。我们在编写过程中，紧扣目前高等职业教育的特点和规律，依据饭店涉外服务人员培养的方针和目标，突出实用性和可操作性。本书的编写注重“双学型”特点的体现：既有助于教师对学生进行课堂实训教学，又有助于学生取得相关职业技能证书。在内容上力求做到通俗易懂、深浅有度、图文并茂，以情景教学方法贯穿教材的始终。

全书共有五章，每章有三四个单元，主要包括前台、客房、商务中心、餐厅、购物中心、康乐中心、酒吧等饭店服务接待常用英语，每单元包括热身、对话、注释、单词和短语、补充材料、练习和小知识。

本书由广州市第一商业高级技工学校高级讲师罗德担任主编，陈乔、龙嘉担任副主编。参加编写的人员有陆芸、吴才捷、罗丹青、田永玲、官雪、夏中红等老师。

由于编写时间仓促，本书疏漏之处在所难免，我们恳请使用者不吝赐教，惠予指出，以便我们及时修改。

本教材还配有电子教学参考资料，包括电子教案、教学指南、练习题答案，能够为老师授课和学生学习提供诸多便利，请登录 <http://www.clph.cn> 进行下载。

罗 德

2009 年 4 月

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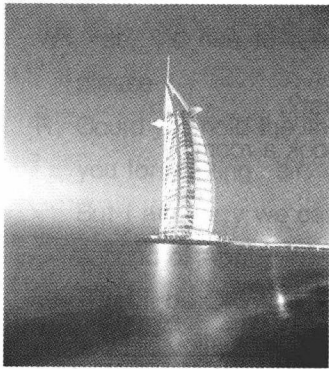
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Chapter I Front Office

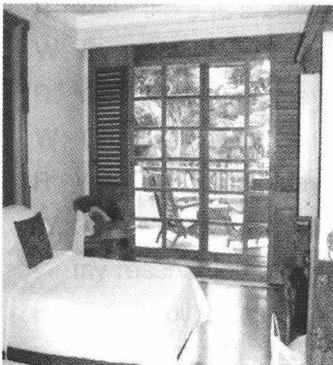
Unit One Room Reservations

I. Lead in

1. Match

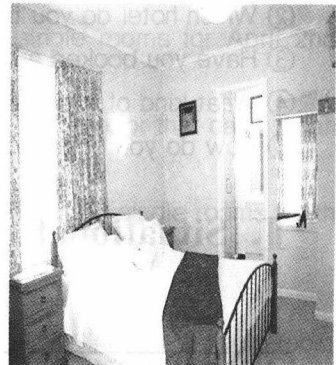


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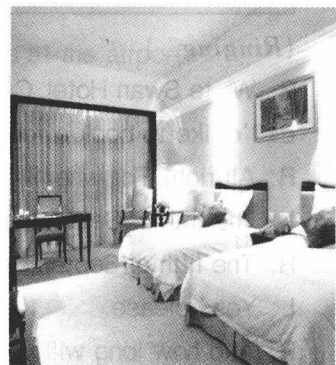


c

- ① a single room
- ② a double room
- ③ a twin room
- ④ a 7-star hotel
- ⑤ a room with a balcony
- ⑥ a motel



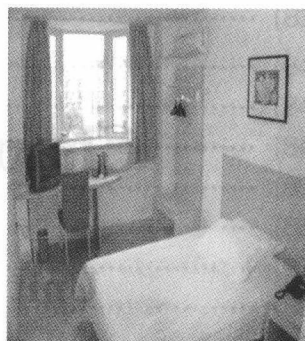
b



d



e



f

2. Questions

- ① Have you stayed in a hotel?
- ② Which hotel do you think is the best in your city?
- ③ Have you booked a room in a hotel by phone?
- ④ What kind of information would you tell the receptionist?
- ⑤ How do you begin your conversation if you want to book a room?

II. Situational Dialogues

Dialogue 1

Miss Liu (L) is reserving a hotel room by phone. A receptionist (R) in White Swan Hotel is answering the phone.

(*Ring...*)

R: White Swan Hotel. Can I help you?

L: I'd like to book a room with a bath.

R: All right. For when?

L: The fifth of September.

R: The fifth of September?

L: Yes, please.

R: And how long will you be staying?

L: Two nights.

R: What kind of room would you like? A single or a double?

L: Single, please. What's the price?

R: US \$ 108 each night with breakfast.

L: OK. Thank you.

R: Can I have your name, please?

- L: It's for David Miller.
 R: How to spell that, please?
 L: D-A-V-I-D, M-I-L-L-E-R.
 R: Thanks. A single room for Mr. David Miller from September 5th to September 6th. Is that right?
 L: Yes, that's right.
 R: Thank you. We are looking forward to serving you.

Dialogue 2

Mr. Wang (W), a clerk of China International Travel Service, is reserving rooms by phone. A receptionist (R) in Hilton Hotel is answering the phone.

- R: Good morning, Hilton Hotel. May I help you?
 W: Yes, I'd like to reserve 18 standard rooms and 3 single rooms for April 2nd, please.
 R: Could you hold the line, please? I'll check our rooms available for that day... Thank you for waiting, sir.
 But I am sorry we can only offer you 16 standard rooms and 7 single rooms for the second of April.
 W: That'll be OK. And what's the rate for them?
 R: 880 HK dollars per night for a standard room and 630 HK dollars for a single room.
 W: Will there be a special rate for a group reservation?
 R: Yes, there is a 20% discount.
 W: By the way, will you arrange to pick up our travelers at the airport?
 R: Yes, please tell me the flight number and arrival time.
 W: Oh, sorry. Can I tell you later?
 R: Yes, of course. May I know your name and phone number, please?
 W: My name is Wang Qiang. My phone number is 020-83228383. I'll come to confirm my reservation tomorrow.
 R: Thank you so much. We'll be expecting you then.

III. New Words and Expressions

- | | |
|---|---|
| balcony ['bælkəni] <i>n.</i> 阳台 | reserve [ri'zə:v] <i>v.</i> 预订 |
| motel [məu'tel] <i>n.</i> 汽车旅馆 | receptionist [ri'sepʃənɪst] <i>n.</i> 接待员 |
| reservation [ˌrezə'veɪʃən] <i>n.</i> 预订 | |

book [buk] *v.* 预订
 swan [swən] *n.* 天鹅
 clerk [klɜ:k] *n.* 职员
 international [ˌɪntə'næʃənl] *adj.*

国际的

China International Travel Service
 中国国际旅行社

standard ['stændəd] *adj.* 标准的

available [ə'veɪləbəl] *adj.* 有效的, 可用的

offer ['ɒfə] *v.* 提供

special rate 特别价格

arrange [ə'reɪndʒ] *v.* 安排

pick up 接载

flight [flaɪt] *n.* 航班

arrival [ə'raɪvəl] *adj.* 到达的

confirm [kən'fɜ:m] *v.* 确认

IV. Notes

1. ...reserving a hotel room by phone.用电话订房。

reserve / book a room 订房
 by phone 用电话, 通过电话

2. ...answering the phone 接电话
 make a phone 打电话

3. The fifth of September 9月5日, 也可用: September 5th

4. And how long will you be staying? 要住多久?

住宾馆要说: stay in a hotel, 一般不说: live in a hotel

will + be + V-ing: 将来进行时, 比一般将来时语气更婉转、客气, 常见于现代英语口语中。

试比较: (a) When will you be visiting us again? (不带请求、意愿的色彩)

(b) When will you visit us again? (带请求、意愿的色彩, 有要求对方表态之意, 不够婉转)

5. A single or a double? 单人间还是双人间?

宾馆客房的类型, 主要可分为:

single room 单人间

double room 双人大床间

twin room 两张单人床的房间

standard room 标准间

suite room 套间

deluxe suite 豪华套房

presidential suite 总统套房

6. 108 US dollars each night with breakfast 每天 108 美元, 送早餐
 现在很多饭店都对住客提供免费的自助式早餐。

7. Could you hold the line, please? 请稍等, 别挂断。
8. I'll check our rooms available for that day. 我查一下那天的客房情况。
9. Will there be a special rate for a group reservation? 团队预订有特别价格吗?
饭店通常对于散客和团队执行不同的价格。
10. 20% discount 20%的折扣(即八折)
11. I'll come to confirm my reservation tomorrow. 我明天来确认预订(客房)。
通常预订, 尤其是团队预订都要进行确认, 甚至是先交订金。
12. We'll be expecting you then. 届时我们恭候您的到来。

V. Additional Items and Useful Expressions

Hotel Organization 饭店机构
 General Manager's Office 总经理办公室
 Front Office 前厅部
 Housekeeping Department 客房部
 Food & Beverage Department 餐饮部
 Recreation Department 康乐部
 Engineering Department 工程维修部
 Administration Department 管理部
 Security Department 保安部
 Public Relations Office 公关部
 Shopping Arcade 商场部

VI. Exercises

1. Substitution Drills

①

Good

morning
afternoon
evening

,

White Swan
Garden
China

 Hotel,

Can
May

 I help you?

②

I'd like to

book
reserve

 a

room with a bath
standard room
suite room

.

③

A single	room from	August 2nd	to	4th
A double		September 15th		19th
A deluxe suite		June 23rd		25th

2. Role Play

Work in pairs and take turns to be Speaker A (who is a receptionist in a hotel) and Speaker B (who wants to book a room). Use the information given below.

Card 1

Hotel name:	Sunshine Hotel
Date to check in:	1st of May
Name of the guest:	David Brown
Kind of the room(s):	8 double rooms
Rate for the room:	¥ 230
Length of stay:	one night

Card 2

Hotel name:	Hilton Hotel
Date to check in:	7th of July
Name of the guest:	Robert Lee
Kind of the room(s):	2 single rooms
Rate for the room:	800 HK dollars
Length of stay:	two nights

Card 3

Hotel name:	Holiday Inn Hotel
Date to check in:	3rd of October
Name of the guest:	Linda Bush
Kind of the room(s):	a suite room
Rate for the room:	150 US dollars
Length of stay:	seven nights

3. Complete the Following Dialogue

- China Hotel, Good morning. _____ ?
 —Good morning, I'd like to _____ the second of April, please.
 —And how long _____ ?

—Five nights.

—_____ would you like? A single or a double?

—Single, please.

—Could you _____, please?

—It's for John Smith.

4. Translation

- | | |
|-----------------|----------|
| ① 带浴室的单人间 | ② 电话预订房间 |
| ③ 接电话 | ④ 确认预订 |
| ⑤ 一天 280 元, 送早餐 | ⑥ 团队预订 |

5. To Give Appropriate Expressions According to the Following Situations

在询问信息时要根据情况采用不同的表达方法。

e. g. 你想知道对方的姓名和电话号码:

May I know your name and telephone number, please?

请仿照上例, 用英文礼貌地表达以下信息。

- ① 想知道对方要住什么房间。
- ② 想了解套间的价格情况。
- ③ 不知道对方的名字如何拼写。
- ④ 请对方稍等片刻, 不要挂断电话。
- ⑤ 想知道对方要住多久。
- ⑥ 想知道对方入住的时间。

VII. To Learn More

世界饭店之最

最高的旋转式饭店 瑞士 Allalin 饭店, 建在瑞士阿尔卑斯山上, 海拔高度达 3500 m。

首家水下饭店 以色列 Red Sea Stars 饭店, 于 1993 年开业, 顾客在这里就餐时可以吃一边吃着新鲜的海鲜, 一边观看海底世界。

最奇特的饭店 西班牙 El Bulli 饭店, 顾客可品尝到世界上工艺最独特和最古怪的、丰盛可口的食物。它的独特风味可以说在世界上任何一家饭店都品尝不到。

最大的饭店 泰国曼谷 Tum Nuk Thai 饭店, 其面积有 4 个足球场大, 仅中央大厅一次就可接待 50000 多位客人。

最古老的饭店 巴黎 Le Grand Veyour 饭店, 建于 1784 年, 法国历史上几乎所有著名人士都曾经到这家饭店就餐。

最雅致的饭店 莫斯科图兰多特饭店。该饭店由世界上数十家著名的设计公司设计建造, 完全是仿古建筑, 里面的设施是优雅高贵的宫廷式摆设。

最小的饭店 芬兰 Kuappi 饭店。这家饭店只有一个单独的小餐厅，餐厅内仅设两个座位，一次只招待两位顾客。

最豪华的饭店 阿拉伯联合酋长国的迪拜饭店（如图 1-1 所示）。饭店建在海滨的一个人工岛上，是一个帆船形的塔状建筑，一共有 56 层，高 321 m，是大家公认的七星级饭店。其消费水准、豪华程度无与伦比，最低标准房房价 900 美元/晚，总统套房 1.8 万美元/晚。

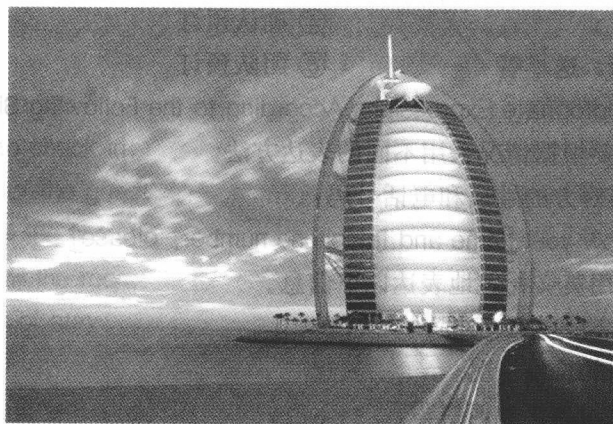


图 1-1 迪拜饭店

Unit Two Check in

I. Lead in

1. Match



a



b