



同一个世界

英语多媒体系列教材

突破英语 成就精英

宾馆英语

Professional *English* for

Hotel

(美) Susan Evans 吴佑怡 编



外语教学与研究出版社

FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS



同一个世界

英语多媒体系列教材

宾馆英语

Professional English for

外语教学与研究出版社

FOREIGN LANGUAGE TEACHING AND RESEARCH PRESS

北京 BEIJING

图书在版编目(CIP)数据

宾馆英语 = Professional English for Hotel / (美) 埃文斯 (Evans, S.), 吴佑怡编. — 北京: 外语教学与研究出版社, 2009.7

(同一个世界英语多媒体系列教材)

ISBN 978-7-5600-8810-5

I. 宾… II. ①埃… ②吴… III. 宾馆—英语—口语—教材
IV. H319.9

中国版本图书馆 CIP 数据核字 (2009) 第 118481 号

你有你“优”——点击你的外语学习方案

www.2u4u.com.cn

阅读、视听、测试、交流
购书享积分, 积分换好书



出 版 人: 于春迟

责任编辑: 陈玉庆

封面设计: 李 佳

版式设计: 陈 箫

出版发行: 外语教学与研究出版社

社 址: 北京市西三环北路 19 号 (100089)

网 址: <http://www.fltrp.com>

印 刷: 北京京科印刷有限公司

开 本: 889×1194 1/32

印 张: 7.125

版 次: 2009 年 8 月第 1 版 2009 年 8 月第 1 次印刷

书 号: ISBN 978-7-5600-8810-5

定 价: 78.00 元 (含电脑软件/手机软件、单语/双语 MP3)

* * *

如有印刷、装订质量问题出版社负责调换

制售盗版必究 举报查实奖励

版权保护办公室举报电话: (010)88817519

物料号: 188100001

前 言

随着中国不断融入国际社会,各服务型行业的涉外事务日渐增加。学好英语,掌握基本的英语听说技能已成为对各服务型行业从业人士的基本要求。《行业英语多媒体系列》应运而生,旨在提高各行业从业者的英语水平,着重提高日常工作中的英语听说技能。

全套系列共8本书,分别涉及警察、银行、宾馆、出租车、医护、餐厅、办公、售货员共8个行业,具有很强的操作性和实用性。本套书所设计的学习内容贴近日常工作实际要求,体例编排别具匠心,在编写上力求“口语地道,情景细化,便于模仿,即学即用”。

教材编排根据不同的工作场景或交际功能分为若干章节,讲解各行业的工作人员在与外宾交流时常用的英语口语。在每一小节都针对基本关键句设计了一问一答式的对话,供学习者掌握实际应用场合,并配有知识拓展,对语言交际中的重点或难点进行注解或点拨。多数句子还在知识拓展中给出可表达相同意思的更多句子,通过系统地归纳、整理,使学习者能够举一反三,口语表达更加丰富。

如果你需要在短期内迅速提高自己的英语口语水平,可以预先为自己制订一个学习计划。编者根据内容设计,为学习者提出以下学习建议:每天背诵10个句子及对话,每天在背诵句子前先复习前3天背过的句子,达到熟记、牢记的目的。注意:背诵完以后在工作中要尽量多运用,千万不要因怕出错而羞于开口。这样在一个月内您就可以轻松掌握本行业日常工作中的英语口语句子了。当然,学习方法因人而异,你可以根据自己的实际水平调整学习速度。天道酬勤,只要你肯于坚持,你的英语水平必将得到切实的提高!

教材附有双语 MP3,特聘请美国专家朗读,发音纯正,分为标准语速和慢速两遍朗读,另配有中文朗读,让你只听 MP3 也可以学好英语! MP3 中的录音顺序为:

标准语速英文(练习听力理解)—中文翻译(检验理解正确与否)—慢速英文(理解句意并跟读)—标准语速英文(掌握句意并模仿)。

本教材另配有多媒体互动学习软件,种种人性化的交互设计极大地提高了学习者的学习效率,对于学习者听说能力的提高更是效果卓著!

除此之外,本书还赠送一副扑克牌,边娱乐边学习,让你玩转英语!

编者

目录

第一章 预订房间	1
第二章 客人入住	17
第三章 前台服务	35
第四章 客房服务	65
第五章 餐饮服务(一)	98
第六章 餐饮服务(二)	108
第七章 餐饮服务(三)	131
第八章 餐饮服务(四)	145
第九章 休闲服务	153
第十章 结账退房	171
行业常用词汇	194

核心句速查

1. Sun Flower Hotel. May I help you?
葵花酒店。请问有什么可以效劳? 1
2. What's your name and telephone number, please?
请告诉我您的姓名和电话号码。 1
3. How do you spell it?
能告诉我怎么拼写吗? 2
4. Could you speak a little more slowly, please?
您能说慢点儿吗? 3
5. What time will you be arriving?
您什么时间到? 3
6. How many are there in your party?
你们一共多少人? 4
7. How long do you intend to stay?
您打算住多久? 5
8. We do have a single room available for those dates.
我们确实有一个单间,在这段时间可以用。 5
9. What kind of room would you prefer?
您喜欢哪一种房间? 6
10. The room is very comfortable and sunny.
这个房间很舒适,并且阳光充足。 7
11. The current rate is \$50 per night.
目前的房价是 50 美元一天。 7
12. It's 20 dollars for a single, including tax.
单人间是 20 美元,含税金。 8
13. We can give you a ten percent discount.
我们可以给您九折优惠。 8

14. There's a reduction for children.
儿童可以减价。..... 9
15. Thank you for calling us.
谢谢您致电本店。..... 9
16. We don't have any vacancy at the moment.
抱歉,我们现在没有空房。..... 10
17. We are fully booked on that date.
那天的房间都订完了。..... 11
18. You could try the Holiday Inn if you like.
如果您愿意,您可以试试联系假日酒店。..... 11
19. We can put you on our waiting list.
我们可以把您记在等房名单里。..... 12
20. I'd like to confirm your reservation for tomorrow.
我想确认您明天的预订。..... 12
21. Has there been any change?
有变更吗?..... 13
22. We'll change the reservation for you.
我们会为您更改预订的。..... 13
23. We'll extend the reservation for you.
我们可以为您延长预订。..... 14
24. I'll check whether we have a big room vacant.
我查一下是否还有大的空房间。..... 15
25. There is no suite available now.
现在没有套间。..... 15
26. Welcome to our hotel.
欢迎光临我们的宾馆。..... 17
27. Do you have a reservation with us?
您预约了吗?..... 17

28. We do have a reservation for you.
我们这儿是有您预订的房间。..... 18
29. Please fill in the registration form.
请填写一下登记表。..... 19
30. May I see your passport, please?
能看一下您的护照吗? 19
31. Have you got any identification?
您有身份证明吗? 20
32. Please put your nationality here.
请在这儿填上国籍。..... 20
33. You can just skip that.
您可以略过那一栏不填。..... 21
34. You forgot to put in the date of your departure.
您忘了填写离店日期了。..... 22
35. I'll put it in for you later on.
过会儿我给您填上。..... 22
36. A bellboy will show you to your room.
服务员会领您到房间。..... 23
37. I'm afraid it's against the hotel's regulations.
这是违反饭店规章制度的。..... 23
38. Here is the key card to your room.
这是您房间的房卡。..... 24
39. Please make sure that you have it with you all the time.
请务必随时带着它。..... 25
40. Please keep your room key until you check out.
退房前,请妥善保存您的房间钥匙。..... 25
41. Here is a brochure explaining all the hotel services.
这本小册子介绍饭店各项服务。..... 26

42. I hope you'll enjoy your stay with us.
希望您在我们宾馆过得愉快。..... 26
43. Is this your baggage?
这是您的行李吗? 27
44. May I take your bags to your room?
要我把您的行李拿到您的房间吗? 28
45. I'll get the porter to take your luggage up.
我会叫行李员把您的行李搬上去。..... 28
46. I'll take care of your baggage.
我来帮您拿行李。..... 29
47. Do you mind if I put your luggage by the wardrobe?
我把您的行李搁在衣柜旁边好吗? 30
48. Here's the closet and there's the bathroom.
这儿是壁柜。这儿是洗澡间。..... 30
49. I'm at your service.
乐意为您效劳。..... 31
50. Would you please follow me?
请这边走, 好吗? 32
51. This is the express elevator for the guest rooms.
这是直达客房的快速电梯。..... 32
52. Here's the room.
这是您的房间。..... 33
53. Is there anything else I can do?
还需要我做什么? 33
54. If you need anything, please dial 5.
如果您需要什么, 请拨5。..... 34
55. Front Desk. Can I help you?
前台。请问有什么可以效劳? 35

56. What's your room number, please?
请问您的房间号码? 35
57. Would you like a morning call?
您需要晨唤服务吗? 36
58. When would you like us to call you?
您希望我们什么时候叫醒您? 37
59. Don't worry. Have a sound sleep.
不用担心, 您就睡个好觉吧。 37
60. You requested a wake-up call.
这是您的叫醒电话。 38
61. OK. I'll call again in 20 minutes.
我 20 分钟后会再打过来。 38
62. Hold on, please. I'll connect you.
请稍等, 我帮您接通。 39
63. I'm sorry, the extension is busy now.
对不起, 电话分机占线。 40
64. Mr. Brown is not in at the moment.
布朗先生现在不在。 40
65. Would you like to leave a message?
您需要留言吗? 41
66. Here's a message for you.
这儿有一条您的留言。 41
67. Do you need a sightseeing guidebook?
您需要一本观光指南吗? 42
68. They can pick you up at our hotel.
他们会到旅馆接您。 42
69. The taxis are right outside the hotel.
酒店门口就有出租车。 43

70. I think the place is worth visiting.
我认为这地方值得一游。..... 44
71. May I suggest that you visit the Great Wall?
我可以建议您去参观长城吗? 44
72. This is the best route for sightseeing.
这是一条最佳观光路线。..... 45
73. There is a big department store not far from the hotel.
离酒店不远就有一个大的百货商场。..... 46
74. There is a very good nightclub nearby.
附近有一家很好的夜总会。..... 46
75. The buying rate today is 679 yuan per hundred US dollars.
今天美元的买入价是 100 美元兑换 679 元人民币。..... 47
76. I'll just check the exchange rate.
让我看一下汇率。..... 48
77. Please count the money.
请把这钱数一下。..... 48
78. It's a free service.
这项服务不收费。..... 49
79. Please sign on the bottom line.
请在底线上签名。..... 49
80. I'll get the traveler's checks for you right away.
我马上给您换旅行支票。..... 50
81. Would you like the money in small bills or in large ones?
您想要小面额的还是大面额的? 51
82. Are you going there by train or by plane?
您是乘火车还是乘飞机? 51
83. I'll call the airline to see if there are tickets.
我打个电话给航空公司,看看他们是否还有机票。..... 52

84. Which train do you want to take?
您想搭哪一趟车? 52
85. Would you like a single or a return ticket?
您想订单程票还是往返票? 53
86. I'm sorry. The flight is fully booked for the 30th.
对不起,30 日的航班已全部预订完了。..... 54
87. Your ticket is available now.
您的票现在能订上。..... 54
88. We'll send the ticket to your room.
我们会将机票送到您的房间。..... 55
89. A charge of two hundred yuan will be needed for cancellation.
若要取消,要付 200 元手续费。..... 55
90. The fee is two yuan per page.
费用是每页两元。..... 56
91. How many copies do you want?
您要多少份? 57
92. Do you want to enlarge the original by 50%?
您想放大 50%吗? 57
93. Would you like to make it a little bit heavier?
您想印得颜色稍微深一点吗? 58
94. Where do you want to fax it?
请问传真到哪里? 59
95. Here is your fax record.
这是您的传真记录。..... 59
96. You can use our computers here.
您可以用我们这里的电脑。..... 60
97. Is there anything valuable or fragile in your bag?
您的包里有什么贵重物品或易碎品吗? 61

98. How long would you like to keep it?
您要存放多长时间? 61
99. Two dollars a day.
一天两美元。..... 62
100. It is open until 9 pm.
一直开放到晚上9点。..... 63
101. Please keep the name tags and the receipt.
请收好行李牌和收据。..... 63
102. Housekeeping. May I come in?
收拾客房了,可以进来吗? 65
103. May I clean your room now?
请问,我现在可以打扫您的房间吗? 65
104. When would you like me to do the room?
您希望我什么时候打扫房间? 66
105. When will it be convenient for you, madam?
夫人,您什么时候方便? 67
106. May I tidy up these things on your desk?
我能整理您桌子上的物品吗? 67
107. Do you have any laundry?
请问有没有要洗的衣服? 68
108. There is a rate chart in your dresser drawer.
在您的梳妆台抽屉里有价格表。..... 68
109. Would you mind if I put your clothes into the bag?
您介意我把这些衣服放进袋子里吗? 69
110. Where is your laundry?
您的衣服在哪儿呢? 70
111. Would you please fill in the laundry slip?
请您填一下这张洗衣单。..... 70

112. The items in your bag don't match up with the items
on your laundry list. 71
洗衣袋里的衣物与洗衣单上登记的不符。 71
113. According to your form, there should be two skirts in your bag.
根据您填的表,洗衣袋里应该有两条裙子。 72
114. Could you please adjust your laundry form?
您能改一下您的洗衣单吗? 72
115. You will need to write down special instructions on your laundry list.
您只需在洗衣单上予以特别说明。 73
116. We'll dry-clean the dress.
我们将干洗这条裙子。 74
117. In such a case, the hotel should certainly pay for it.
真是那样的话,宾馆当然会赔偿的。 74
118. We're terribly sorry that your shirt was damaged.
十分对不起,您的衬衣给弄坏了。 75
119. You can buy a new one and give us the receipt.
您可以买件新的,把发票给我们来报销。 76
120. We don't have the special equipment.
我们没有特殊洗衣设备。 76
121. We will do our best to remove the stain.
我们会尽力把污点除去。 77
122. We will deliver it tomorrow evening.
我们明天晚上会送过来。 78
123. You can pick them up tomorrow.
你明天就可以来取。 78
124. What's the matter with the toilet?
马桶出了什么问题? 79

125. Did you call for the service?
您打电话要求服务了吗? 80
126. I'll look into the matter right away.
我马上去处理这件事情。 80
127. I will send someone up to your room right away.
我马上派人到你的房间去。 81
128. I can't guarantee anything, but I'll try my best.
我不能保证,但我会尽力而为。 82
129. I assure you it won't happen again.
我保证此类事情不会再次发生。 82
130. May I take a look at the toilet?
我可以看看马桶吗? 83
131. A part needs to be replaced.
有个零件需要更换。 84
132. Only a few minutes. It won't be long.
就几分钟,时间不会太长。 84
133. I'm sorry, but we can't fix it today.
抱歉,我们今天修不好。 85
134. It's all right. You can have a try.
修好了,您可以试试。 85
135. We can provide very good room service for you.
我们可以为您提供很好的客房用餐服务。 86
136. You can dial 9 to call the room service section to order.
您可以拨打9到客房用餐部订餐。 87
137. You can use the door knob menu.
您可以用挂在门把上的菜单。 87
138. Hang it outside your door before you go to bed tonight.
今晚睡觉前挂在门外。 88

139. Your breakfast will be sent to your room in 10 minutes.
您的早餐十分钟后就到。..... 89
140. Would you like anything else?
您还需要些别的什么吗? 89
141. May I know your room number?
请问您的房间号? 90
142. Here's your breakfast.
这是您要的早餐。..... 90
143. We'll come and collect the plates later.
我们等一会儿会来收盘子。..... 91
144. We don't serve breakfast until 7 am.
早餐要到早晨7点以后才有。..... 92
145. Thank you for using room service.
感谢您使用送餐服务。..... 92
146. I'll call the Lost and Found Department right now.
我马上给失物招领部打电话。..... 93
147. Was it a man's or a lady's watch?
是男士手表还是女士手表? 94
148. Are you sure it is not in your room?
您肯定没掉在您房间里吗? 94
149. Where and when did you last see it?
您最后一次看见它是在什么时候,在哪里? 95
150. What is it made of?
是用什么做的呢? 96
151. It has been sent to the Lost and Found Department.
已经送到了失物招领部。..... 96
152. Welcome, madam. Step right in, please.
欢迎光临,夫人。快请进。..... 98