



“十二五”高等教育课程改革项目研究成果

饭店服务英语

English for Hotel Service

◎主 编 李 群

 北京理工大学出版社
BEIJING INSTITUTE OF TECHNOLOGY PRESS

“十二五” 高等教育课程改革项目研究成果

饭店服务英语

English for Hotel Service

主 编 李 群

副主编 李 洁 魏凌岩

李晓冬 毕珍珍

 **北京理工大学出版社**
BEIJING INSTITUTE OF TECHNOLOGY PRESS

图书在版编目 (CIP) 数据

饭店服务英语 / 李群主编. —北京: 北京理工大学出版社, 2015. 8
ISBN 978-7-5682-1080-5

I. ①饭… II. ①李… III. ①饭店-商业服务-英语 IV. ①H31

中国版本图书馆 CIP 数据核字 (2015) 第 193709 号

出版发行 / 北京理工大学出版社有限责任公司

社 址 / 北京市海淀区中关村南大街 5 号

邮 编 / 100081

电 话 / (010) 68914775 (总编室)

(010) 82562903 (教材售后服务热线)

(010) 68948351 (其他图书服务热线)

网 址 / <http://www.bitpress.com.cn>

经 销 / 全国各地新华书店

印 刷 / 北京泽宇印刷有限公司

开 本 / 710 毫米×1000 毫米 1/16

印 张 / 17

字 数 / 274 千字

版 次 / 2015 年 8 月第 1 版 2015 年 8 月第 1 次印刷

定 价 / 45.00 元

责任编辑 / 梁铜华

文案编辑 / 梁铜华

责任校对 / 周瑞红

责任印制 / 李志强

FOREWORD

本教材适应高等院校旅游类专业教学体系改革的需要,遵循“工学结合、教学练一体化”等原则,这具体体现在内容的选择上,选材凸显行业特色,紧扣酒店服务工作内容。本书分为两大部分,共八个模块。第一部分为酒店通用礼貌用语和酒店简介,涉及欢迎、欢送、致谢、道歉、电话等服务主题,酒店的主要内容概述以及接待中一些常识性内容,如数字、时间等表示方法。第二部分分别为前厅服务、餐饮服务、客房服务和其他服务五个部分,以内容实用、情境详尽、双语结合、行动导向、实践性强为特点,通过各个模块的综合实践,提高酒店从业人员的实用英语职业技能,例如酒店英语服务实际操作技能,酒店英语礼仪服务得体应用的能力,用英语与客人交流沟通、处理投诉、解决突发事件的应变能力,以及用英语进行个性化服务的创新能力。另外,本书以满足职业岗位需求为目标,以培养学生的应用技能为着力点,紧紧抓住酒店服务的特点,将酒店服务按部门分为若干个小的任务,以大量实际操作将课堂教学、实践和职业岗位能力结合起来,力求使学生在“做中练,做中学”。本书在编写过程中结合了学习情境的教学方式,力求在新颖性、实用性、可读性三个方面有所突破,体现高等教材的特点。以满足完成工作任务的需要为中心,安排教材内容,以实训代替传统的理论教学,“教”“学”“练”合一,强化对学习能力的培养。本书通过大量实例和练习使学生体会酒店服务的真实场景,从而实现以学生为主体、以培养职业能力为核心的目标,突出体现了高等教材的实用性和实践性。本书在设计时,第一部分为酒店通识英语,因而该部分的常用句型译文详尽,以帮助学生自学;第二部分为饭店服务部门的常见英语,该部分的常用句型要求学生译文自主完成,这也是本书的一个特点。

本教材既适合作为高等院校酒店管理、旅游管理相关专业的教材,也可供其他专业的学生作为英语学习的参考用书。

本书由李群主编,李洁、魏凌岩、李晓冬、毕珍珍副主编,其中李群编写了第二部分的模块一和模块三,同时负责资料整理和全书的后期统稿工作;李洁编写第二部分的模块二和模块四;魏凌岩编写第一部分和第二部分的模块五;李晓冬

负责第二部分酒店专业知识审核工作；毕珍珍负责前期资料整理。在编写过程中，我们参考大量资料，听取了许多专家的宝贵意见，北京理工大学出版社编辑等对本书提出了大量宝贵建议，在此由衷感谢。

由于作者水平有限，本书在编写过程中难免有不足之处，敬请广大读者和专家批评、指正。

编 者

2015年5月

CONTENTS

Part One General English for Hotel Service

Module I	Courtesy Words	003
Section 1	Welcoming and Greeting	004
Section 2	Saying Thanks	009
Section 3	Saying Sorry	014
Section 4	Asking for Opinions	019
Section 5	Reminding and Farewell	024
Section 6	Wishing and Blessing	028
Section 7	Giving Directions	035
Module II	Departments and Positions in a Hotel	040
Section 1	Departments in a Hotel	041
Section 2	Positions in a Hotel	043
Section 3	Abbreviations in a Hotel	047
Module III	Everyday Expressions	049
Section 1	Numbers	050
Section 2	Seasons and Weather	055
Section 3	Months and Week	061
Section 4	Time	066

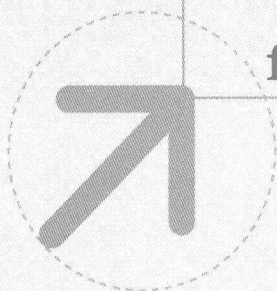
Part Two Professional English for Hotel Service

Module I	Front Office	073
Task 1	Room Reservation	074
Task 2	Check-in Service	082

Task 3	Concierge Service	090
Task 4	Information Service	098
Task 5	Operator Service	103
Task 6	Cashier and Check-out Service	109
Task 7	Dealing with Complaints	117
Module II The Housekeeping Department		123
Task 1	Guiding Guests to Their Rooms	124
Task 2	Room Cleaning/Chamber Service	132
Task 3	Laundry Service	137
Task 4	Problems and Maintenance Service	144
Task 5	Miscellaneous Services (1)	150
Task 6	Miscellaneous Services (2)	155
Task 7	Dealing with Emergency	163
Module III Food and Beverage Service		169
Task 1	Food and Beverage Reservation	170
Task 2	Reception Service	177
Task 3	Taking Orders Service	182
Task 4	Food Service	192
Task 5	Beverage Service	199
Task 6	Payment	206
Module IV Health and Recreation Club		211
Task 1	Physical Fitness Service	212
Task 2	Health Service	217
Task 3	Beauty Service	222
Task 4	Recreation Service	227
Module V Hotel Business Center		232
Task 1	Meetings Service	233
Task 2	Ticketing Service	239
Task 3	Fax, Typing and Photocopying Services	246
Task 4	Mail Service	253
参考文献		261

Part One

General English for Hotel Service



Module I Courtesy Words

Section 1 Welcoming and Greeting

Section 2 Saying Thanks

Section 3 Saying Sorry

Section 4 Asking for Opinions

Section 5 Reminding and Farewell

Section 6 Wishing and Blessing

Section 7 Giving Directions

Section 1

Welcoming and Greeting

欢迎与问候

You should learn

to greet a guest for the first time
to greet a guest when meeting again
to exchange name cards
to introduce a person

Technical Terms

vacation *n.* 假期
vice president 副总裁
certainly *adv.* 当然了
first name 名
glad *adj.* 高兴的
meet *v.* 会见
nice *adj.* 很好的
pleasure *n.* 高兴
exit *n.* 出口
trip *n.* 旅行
limousine *n.* 机场接送旅客的交通车
name card 名片
vocation *n.* 职业
congratulation *n.* 祝贺
granddaughter *n.* 孙女; 外孙女

introduce *v.* 介绍
same *adj.* 同样的
enjoy *v.* 喜欢
last name 姓
happy *adj.* 高兴的
honor *n.* 荣誉; 荣幸; 尊敬
pleased *adj.* 高兴的
spell out 拼写出来
sightseeing *n.* 观光
luggage *n.* 行李
appreciate *v.* 欣赏; 感激
couple *n.* 夫妻; 一对
age *n.* 年龄; 年
grandson *n.* 孙子; 外孙子
expect *v.* 期望; 预期

Sentence Patterns

1. How do you do?/How are you? 你好!
2. Hello!/Hi! 你好!
3. How are you getting along with...? 你近来……可好?
4. How are you doing? 您工作还顺利吧?
5. How is everything? 一切还好吧?
6. How is your vacation/holiday(s)/Christmas Day/weekend? 假期怎么样?
7. What's up? 近来可忙?
8. Good morning (afternoon, evening), sir (madam). 早上(下午、晚上)好, 先生(夫人)。
9. Glad to meet you. 很高兴见到您。
10. Welcome to our hotel (restaurant, shop). 欢迎到我们宾馆(餐厅、商店)来。
11. Here is my business/name/calling card. 这是我的名片。
12. Long time no see./Haven't seen you for ages. 好久不见。
13. How are you getting along these days? 最近你过得怎么样?
14. What's going on?/How are things going on? 近来可好?
15. How is your life? 最近过得怎么样?
16. How is it going?/Anything new? 最近怎么样? /有什么新闻吗?
17. Pleased/glad/nice to meet you again. 再次见到你很高兴。
18. Let me introduce you to... 让我把你介绍给……
19. I'd like to introduce you to... 我想把你介绍给……
20. I'd like you to meet Mr. Smith. 希望你认识一下史密斯先生。
21. I don't think we've met before. 我想我们以前没见过。
22. Have we met before? 我们以前见过面吗?
23. You're new here, aren't you? 你是新来的, 对吗?
24. May I know your name? 请问贵姓?
25. It's my pleasure to introduce you to each other. 我非常高兴给你们互相介绍。
26. May I introduce Mr. Green to you all? 请允许我给大家介绍一下格林先生。
27. Mary, can you introduce me to her? 玛丽, 你能不能把我介绍给她?
28. This is... 这位是……
29. I'd like to introduce... to you. 我想把……介绍给你。
30. Let me introduce... to you. 让我把……介绍给你吧。
31. I'd like you to meet/know... 我要让你见一见……
32. May I introduce myself? My name is John Smith. 我可以自我介绍吗? 我的名字

叫约翰·史密斯。

33. I'd like to introduce myself, my name is David Brown, and I'm the vice president.

我来介绍我自己。我是大卫·布朗，是这儿的副总裁。

34. It's my great honor/pleasure to introduce myself to you here. 很荣幸在这儿向大家作自我介绍。

35. Everything is fine! 一切都好！

36. I'm just great! 我很好！

37. Very (quite) well, thank you!/Couldn't be better, thank you! 很好，谢谢你！

38. Not bad. 还不错。

39. Just so so. 一般。

40. Same as usual. 还那样。

Dialogues

1-1 Meeting people for the first time

A: Good morning, Sir. May I know your name?

B: Certainly. My name is John Wilson.

A: Would you please spell your last name?

B: Sure. W-i-l-s-o-n, Wilson.

A: How do you do, Mr. Wilson? Welcome to our hotel.

B: How do you do? It's very nice to meet you.

A: Hope you'll enjoy your stay here.

B: I think I will.

A: See you later.

B: See you.

1-2 Exchanging name cards

A: Hi! My name is Mark. You're new here, right?

B: Yes. My name is John. I just joined a couple of days ago.

A: Nice to meet you. Here is my name card.

B: Thanks. This is mine.

A: Well, if there's anything I can do for you, let me know.

B: Thanks. I really appreciate that!

1-3 Meeting people again

A: Good morning. How are you, Ms. Wilson? Haven't seen you for ages.

B: Yes. Long time no see. I'm fine, thanks. How are you?

A: Quite well. Did you go on vacation?

B: Yes, I went back home because my son had a baby.

A: Congratulations.

B: Thanks.

A: A girl or a boy?

B: A boy.

A: So you have a grandson now.

B: A grandson? I've got two.

A: Two grandsons.

B: Yes, and a granddaughter as well.

A: They must be very lovely.

B: Sure. I enjoy them greatly.

1-4 Introducing

A: Good evening, Mr. Wang.

B: Good evening.

A: Mr. Brown, this is our manager, Mr. Wang. Mr. Wang, this is Mr. Brown. Mr. Brown is the first time to visit China.

C: Mr. Brown, nice to meet you.

B: The pleasure is mine.

C: What do you think of China?

B: I'm really interested in China. It's quite different from what I expected.

C: I'm glad you like it. And I wish you have a good time here.

B: Thank you very much.

Classroom Activities

Activity I Imagine Li Ming goes to Shanghai Hong Qiao International Airport to meet Jack Brown. He holds the name sign "Jack Brown" at the airport terminal. Complete the following conversation by filling in the blanks.

Li Ming (L): Excuse me. Are you Mr. Brown _____ the America Trade Company?

Jack Brown (J): Yes, my name is Jack Brown.

L: _____ to meet you. My name is Li Ming and I'm from Hua Ting Hotel.

J: Nice to meet you, too.

L: _____ to Shanghai. Did you _____ a good trip?

J: Yes. _____ good.

L: Is it all your luggage here?

J: Yes, all my luggage is here.

L: Let me _____ the luggage for you.

J: Thanks. That's very nice of you!

L: Have you ever been in Shanghai before?

J: No, It's my _____ time. I have wanted to see the beautiful city for a long time.

L: Shanghai is an old and modern city. There are a lot of places worth sightseeing. I hope you will _____ your stay here.

J: I'm sure I will.

L: This way, please. We have a limousine to take you to the hotel.

Activity II Fill in the blanks according to the Chinese version provided.

Betty (B): _____ (你肯定是约翰). I'm Betty. Thank you so much for meeting me here.

John (J): You are welcome, Betty. _____ (欢迎来到我们酒店).
Here are the flowers for you!

B: Oh, thanks. They are so beautiful.

J: I'm glad you like them. But you look more beautiful than you are in the photo.
_____ (我希望你在这里住得愉快).

B: Thanks. I hope so.

Activity III Role play.

Imagine that you are meeting a professor from Miami University at the airport. Both of you will give self-introduction.

Section 2

Saying Thanks

表达感谢

You should learn

to express pleasure and thanks

to respond to guests' thanks

Technical Terms

appreciate *v.* 感激; 欣赏

enjoyable *adj.* 有趣的; 愉快的

bottom *n.* 底部; 底端

indeed *adv.* 真正地; 的确, 确实; 事实上

chance *n.* 机会

kindness *n.* 仁慈; 好意; 友好的行为

early *adj.* 早的

decide *v.* 决定

least *adj.* 最小的; 最少的

hardly *adv.* 几乎不; 简直不

glad *adj.* 高兴的

souvenir *n.* 纪念品

repair *v.* 修理, 维修

electrician *n.* 电工, 电气技师

champagne *n.* 香槟酒

to thank somebody for something 为某事而感谢某人

million *n.* 百万

grateful *adj.* 感激的; 感谢的

umbrella *n.* 雨伞

hospitality *n.* 款待; 殷勤; 好客

gratitude *n.* 感激

compliment *n.* 称赞; 恭维

schedule *n.* 计划; 日程安排

watch *v.* 照看

bring *v.* 带来

medicine *n.* 药

enjoy *v.* 喜欢

wonderful *adj.* 很棒的

replace *v.* 替换

colleague *n.* 同事

solve *v.* 解决

Sentence Patterns

1. Thank you very much. 谢谢。
2. Thank you ever so much. 非常感谢。
3. I really appreciate it. 万分感谢。
4. Thanks a million. 万分感谢。
5. Thank you from the bottom of my heart. 衷心地感谢您。
6. Thank you indeed. 确实很感谢您。
7. I am grateful for it. 我很感激。
8. That's very kind/nice of you. 你太好了。
9. You are so sweet. 你实在是太体贴了。
10. Thank you just the same. 同样得感谢您。
11. You're welcome./Not at all. 不客气。
12. It's my pleasure to... 很荣幸为您做……
13. That's quite all right. 一点儿关系也没有。
14. I'm pleased to be of services of you. 愿意为您效劳。
15. I really appreciate what you've done for me. 我真的很感激你对我的帮助。
16. It's very kind of you to help me. 你能帮助我实在是太好了。
17. I really don't know what I would have done without your help. 没有你的帮助我真不知道该怎么办。
18. Thank you for one of the most enjoyable visits we have had in these days. 在您这里的参观访问, 是我们这几天中最愉快的一次。向您表示感谢。
19. Thank you for giving so much to the pleasure of our staying. 感谢您给我们在这里停留期间带来的那么多欢乐。
20. Thank you so much for your hospitality. 非常感谢您的款待。
21. You must give me the chance to return your kindness when you visit here. 您来我这里时我一定要借此机会向您表达感谢。
22. It's so nice of you to give me so much of your time. 非常感谢您为我花费这么多时间。
23. I want to give my gratitude for your kindness to me and for your compliments. 我要感谢您对我的友爱和问候。