

旅游专业英语规划系列教材



“十二五”职业教育国家规划教材
经全国职业教育教材审定委员会审定

Hotel English

LISTENING & SPEAKING

酒店英语听说 强化教程 (第2版)



韩雪 编著



旅游教育出版社



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2/35

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策 划:李红丽
责任编辑:李红丽 陈卫伟
插画作者:赵世华

图书在版编目(CIP)数据

酒店英语听说强化教程/韩雪编著. —北京:旅游教育出版社,2011.3(2014.8)
旅游专业英语规划系列教材
ISBN 978-7-5637-2078-1

I. ①酒… II. ①韩… III. ①饭店—英语—听说教学—高等学校—教材 IV. ①H319.9
中国版本图书馆 CIP 数据核字(2010)第 235009 号

“十二五”职业教育国家规划教材
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出版单位	旅游教育出版社
地 址	北京市朝阳区定福庄南里1号
邮 编	100024
发行电话	(010)65778403 65728372 65767462(传真)
本社网址	www.tepcb.com
E-mail	tepx@163.com
印刷单位	北京中科印刷有限公司
经销单位	新华书店
开 本	787毫米×1092毫米 1/16
印 张	14
字 数	219千字
版 次	2014年8月第2版
印 次	2014年8月第1次印刷
印 数	8001—13000册
定 价	39.00元(含MP3光盘)

(图书如有装订差错请与发行部联系)

F 再版前言 Foreword

本教材第一版成书于2011年。经过三年多的使用,本教材得到了众多兄弟院校一线教师的认可。正值编者计划对教材进行二版修订之际,从旅游教育出版社得到消息,本教材已正式被教育部列为“十二五”职业教育国家规划教材,真是可喜可贺。这是对编者所编教材的最大认可。


本教材是作者多年从事旅游教育一线教学工作总结出的专业精华。本次修订再版,作者审慎筛选,五易其稿,在吸收了多种版本专业英语教材之长的基础上,将自己近十年的教学经验融会贯通,并结合本专业教学实践性强的特点,设计了最新的技能训练,为学生们提供了一份融知识储备和实操训练于一体的新型教材。

本教材紧紧围绕酒店一线工作内容设计并展开,分为“前厅篇”、“客房篇”、“餐饮篇”和“其他部门篇”四大部分,共16个单元,每单元细分为5课,每课分为教学和练习两页内容。全书共计80课,各单元和各课内容设置比较均衡,便于课堂教学的开展和有针对性的课后练习。

本书特色概括如下:

一、最大程度模拟酒店工作场景,可即学即用。教材内容完全按照酒店的常规部门设置、酒店业务流程和规范展开编写,以任务式教学为主旨,紧紧围绕“为客人提供优质高效服务”的主题设计大量场景任务,使学生在完成学习任务的过程中提高基本语言能力、熟悉酒店工作流程与规范。

二、以“课”为基本教学单位,可即学即练。每课设计两个页面,单双页对面放置。双页为主要教学内容,单页为相关练习,条理清晰、知识点明确,便于及时复习。

三、强化听说训练,全面提升英语使用能力。以往酒店英语教材多偏重阅读、淡化听说训练,本书每个单元都设计了充足的口语交际和听力练习,以场景化的训练方式强化学生的听说能力。为了加强训练效果,本书为每个模块内容(Vocabulary、Conversation、New Words、Listening)配有录音,录音光盘总时长约5个小时。配有录音的模块在教材中用表示。

四、图文并茂,训练项目丰富多变。本教材一改以往酒店英语教材习题量少、演练内容与实际工作关联度不大的问题,以训练专业语言能力为核心,综合运用多种训练方式巩固所学内容,如“听词排序”、“听词填空”、“听句子选择”、“听对话配图”、“听内容填表”、“听写练习”、“问题回答”、“词图配对”、“理解判断”、“图表练习”、“情景会话”、“口语角色扮演”、“内容排序”、“英汉对译”、“单词释义”、“补全对话”等;同时,每两个相邻单元形式不同、差异明显,可以避免学生产生疲劳感。

在此,要特别感谢为本书绘制插画的赵世华先生,以及为本书提供实景图片的相关酒店和酒店工作人员,他们的图照使本书呈现得更加精彩。另外,本教材在编写过程中得到了许多专家、同行的支持和帮助,参考了许多同行、前辈的经验和成果,在此一并致谢。

本教材内容具有相对的独立性和完整性,同时又特别注重专业英语听说能力的训练,因此,本教材既可作为独立教材使用,也可作为专门的听说教材、配合同系列其他教材使用。

书中若有不足之处,亟盼方家不吝赐教。

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Unit One Room Reservation 客房预订

Lesson Types of Hotel Accommodations 客房种类

1

A Vocabulary: Types of Hotel Rooms

single room: room for one person with a single bed.

double room: room for two people with one double bed.

twin room: room for two people with two single beds.

triple room: room for three people with either three single beds or a double bed and a single bed.

family room: room suitable for a family with children with four or more beds.

suite: a set of two or more rooms including at least one bedroom and a sitting room.

junior suite: a small suite with a sitting room.

deluxe suite: a suite that has 2 or 3 rooms with one living room, one bedroom provided with a king-size bed, and one dining room or meeting room.

presidential suite: a suite that has more than 5 rooms with luxurious fittings and decorations.

adjoining rooms: two or more hotel rooms located side by side without private connecting doors.

connecting rooms: two or more rooms with private doors permitting access from one to the other without use of the hotel corridor.

New Words

1. triple ['tripl] adj. 三人的

2. suite [swi:t] n. 套房

3. junior ['dʒu:njə] adj. 较小的

4. deluxe [di'lʌks] adj. 豪华的

5. presidential [ˌprezi'denʃəl] adj. 总统的

6. adjoining [ə'dʒɔɪnɪŋ] adj. 邻接的

B Listen to the conversation and tick (✓) the questions the reservationist (预订员) asks about the reservation.

1. How would you like to pay?

2. When will you be arriving?

3. How many nights will you be staying?

4. What kind of room would you like?

5. May I have your name, please?

6. How many people would that be?

7. Could you spell your name for me, please?

8. Could I have your telephone number, please?

C Listen to the conversation in Part B again and decide which reservation card has recorded the correct reservation information.

1.

2.

3.

Reservation Card

Name Mr. Bill Swanson

Type of room Single

No. of rooms One

Arrival date May 1st

Departure Date May 4th

Telephone 139-4412-5678

Reservation Card

Name Mr. Bill Swanson

Type of room Single

No. of rooms One

Arrival date May 1st

Departure Date May 5th

Telephone 139-4412-7856

Reservation Card

Name Mr. Paul Swanson

Type of room Single

No. of rooms One

From May 1st To May 4th

Telephone 139-4412-5678

Exercises

1.1 Match the English expressions in Column A with their Chinese translations in Column B.

Column A

1. single room _____
2. double room _____
3. twin room _____
4. triple room _____
5. family room _____
6. suite _____
7. junior suite _____
8. presidential suite _____
9. deluxe suite _____
10. adjoining rooms _____
11. connecting rooms _____

Column B

- A. 连通房
- B. 经济套房
- C. 家庭客房
- D. 豪华套房
- E. 相邻房
- F. 总统套房
- G. 双人间
- H. 套房
- I. 单人间
- J. 标准间
- K. 三人间

1.2 Look at the hotel reservationist's computer screen below. A guest named Bill Swanson wants to book a room. With a partner, brainstorm the questions he might hear from the reservationist. Write them down and then compare with the ones you ticked in Part B.

Garden Hotel Booking Form	
Name: _____	
Tel.: _____	
No. of Nights: _____ From _____ To _____	
Room Type: _____	
No. of Persons: _____	
Click ENTER for list of vacant rooms (空房间)	

Write your questions here:

Example: When will you be arriving?

1.3 Service procedure for a reservationist.

- Greet guests.
- Ask guests for reservation information:
 - Dates of arrival and departure.
 - Number of people.
 - Room type and number of rooms.
- Search for rooms available on computer.
- Get the following information from guests:
 - Names of guests or group.
 - Guests' telephone numbers.
 - Contact name and telephone number.
- Confirm the reservation.
- Express your wishes.
- Form reservation record.

Lesson 2 An FIT Reservation 散客预订

2

A When dealing with an FIT reservation, a reservationist may follow the following procedures and ask relative questions. Try to understand them and then turn to Part B for directions to fill in the blanks below.

- | | |
|-----------------------------|--|
| 1. Greet the guest | Good morning, Friendship Hotel.
How may I help you? _____ |
| 2. Enquire about room types | What kind of room would you like? _____ |
| 3. Ask about the dates | When would you like it, sir? _____ |
| 4. Get further information | Could I have your name and phone
number, please? _____ |
| 5. Confirm the reservation | You reserved a single room from
June 24 th to 26 th . _____ |

B Study the following five sentence groups. You may find each of these sentences is similar to one of those in Part A. Match those sentences by filling in the blanks in Part A.

- ① For which dates, sir? ② What sort of room do you prefer?
③ May I have your name, please? ④ A suite from March 3rd to 6th for Mr. Wood.
⑤ Good evening, Garden Hotel. What can I do for you?

C Conversation

(R: Reservationist; G: Guest)

R: Good morning, reservations. How may I help you?

G: Good morning. I'd like to book a single room with shower.

R: When would you like it, sir?

G: From the 23rd to the 26th of June.

R: Hold on, please. Let me check... Yes, we do have single rooms available during those dates.

G: That's good. What is the daily rate?

R: It's 290 Yuan per night.

G: Does that include breakfast?

R: Yes, a Chinese breakfast is included.

G: Sounds great.

R: Could I have your name and telephone number?

G: Yes, it's Harry Smith and the number is 0057-3270-5499.

R: That's 0057-3270-5499. What time will you be arriving on the 23rd, Mr. Smith?

G: Around 7:00 p.m.

R: Thank you, Mr. Smith. I've booked you a single room, with breakfast from June 23rd to 26th. We look forward to your stay with us.

New Words

1. FIT (= free individual traveler) n. 散客
2. shower ['ʃaʊə] n. 淋浴 3. available [ə'veɪləbl] adj. 可利用的

Questions

1. What kind of room does the guest want?
2. What is his first name?
3. Does the price include breakfast?

Exercises

2.1 Oral Practice

Pair work. Role-play the following situation.

Student A: You are Mrs. Baker and want to book a double room for you and your husband from May 15th to 17th.

Student B: You are a reservationist. Tell Mrs. Baker that the room rate is 450 Yuan per day without breakfast. Ask Mrs. Baker questions regarding the date of arrival (到达) and departure (离开), flight number, and the like.

2.2 Write short dialogues between a hotel reservationist and a guest for each of the following situations.

1. Greet the guest _____
2. Enquire about room types _____
3. Ask about the dates _____
4. Get further information _____
5. Confirm the reservation _____

2.3 Practice saying the sentences in the speech balloon clearly and politely.

What kind of room would you like?
 Yes, ma'am, for how many nights?
 Yes, we do have a room available.
 I'll just check if we have a room available.
 We have no more singles for that weekend.
 I'm afraid the only room we have is...
 We can confirm a deluxe suite with balcony for four nights.
 Could you just spell your name for me, please?
 I'll confirm this reservation in writing, Mr. Smith.
 We'll hold the room until 8:00 p.m.
 We'll need your credit card number and expiry date, please.
 We look forward to seeing you on Sunday, Ms. Black.
 Thank you for calling, Miss Lee.

2.4 Complete the following sentences with the best possible expressions in the box below, and then discuss with a partner.

a deluxe suite, a single room, a double room, a family suite,
 four twin rooms, a triple room, an executive room (行政客房)

1. I would like to book _____ for a couple.
2. Three college students need _____ in a small hotel.
3. Mr. Brown wants to reserve _____ for his wife and two daughters.
4. Eight friends want _____.
5. A secretary would like to reserve _____ for his boss.

Lesson A Group Reservation 团体预订

3

A Listen to the conversation between a reservationist and a guest. Fill in the reservation card below.

Garden Hotel Reservation Card	
Mr./Mrs./Miss: _____	
Arrival date: _____	Departure date: _____
No. of rooms: _____	Room type: _____
Room rate: _____	Method of payment: _____
Telephone: _____	

B Conversation

(R: Reservationist; G: Guest)

R: Good morning, reservations. How may I help you?

G: This is Peter Wood calling from Shanghai International Trading Company. I'd like to book seven twin rooms and one junior suite from October 11th to 16th.

R: Let me see... We can reserve you seven twin rooms and one junior suite for those dates.

G: Good. Can you tell me the room rates, please?

R: A twin room is 470 Yuan per night and a junior suite is 880 Yuan.

G: Is there any discount for a group reservation?

R: Yes, Mr. Wood. We can give you 10% off.

G: That's great! With or without breakfast?

R: Our room rate includes buffet breakfast.

G: Please make it a guaranteed reservation.

R: Good. How would you like to pay, Mr. Wood? A deposit is required.

G: Can I pay by Master Card?

R: Of course. Could I have the credit card number and expiration date, please?

G: The card number is 4765 2281 3357 8933 and it expires on September 25th, 2015.

R: Thank you. Is there a telephone number, Mr. Wood?

G: Yes, it's 021-6655-9238.

R: Very good, Mr. Wood. What time will you be arriving?

G: About 5:00 p.m., I suppose.

R: Thank you, Mr. Wood. Seven twin rooms and one junior suite from October 11th to 16th. We look forward to seeing you.

New Words

- | | |
|-------------------------------|---------------------------------------|
| 1. trade [treɪd] n. 贸易 | 5. guarantee [ˌɡærən'ti:] v. 保证 |
| 2. discount ['dɪskaʊnt] n. 折扣 | 6. credit ['kredɪt] n. 信用 |
| 3. buffet ['bʊfeɪ] n. 自助餐 | 7. expire [ɪks'paɪə] v. 期满 |
| 4. deposit [dɪ'pɒzɪt] n. 押金 | 8. expiration [ɪkspi'reɪʃn] n. 终止; 截止 |

Questions

1. Where is the guest calling from?
2. How many rooms does the guest book?
3. How much is a junior suite per night actually?
4. Is it a guaranteed reservation?

Exercises

3.1 Oral Practice

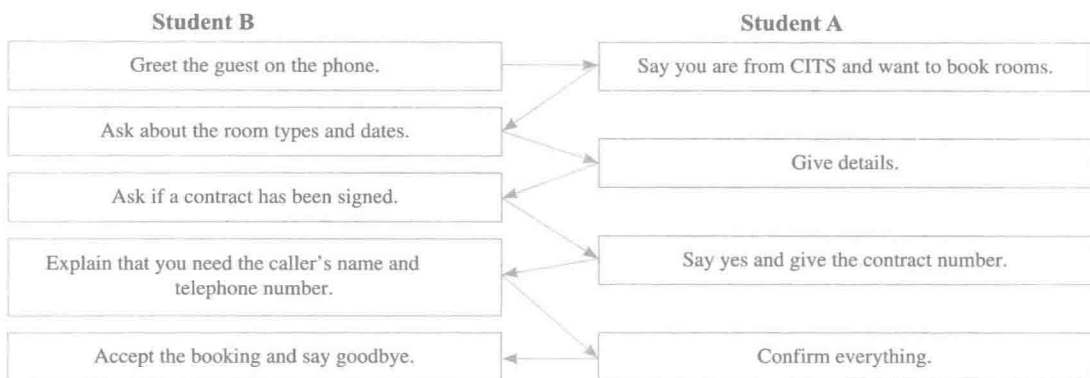
Pair work. Role-play the following situations.

1. Student A: You are a teacher and would like to book 10 twin rooms and 3 triple rooms for students from August 2nd to 6th.

Student B: You are a reservationist. Answer the phone and accept the booking.

2. Student A: You are a tour guide from CITS (中国国际旅行社). You want to book 17 double rooms and 5 single rooms.

Student B: You are a reservationist. Your hotel has signed a contract with CITS. Check the room availability and accept the booking.



3.2 Match the guest's requests with the reservationist's responses.

Guest:

- _____ 1. I'd like to reserve rooms for my father- and mother-in-law, my wife and two children.
- _____ 2. A group of students will take part in a contest in your city during the summer vacation.
- _____ 3. Mr. Black wants to reserve a room for his wedding ceremony on May 1st; at least 300 people are coming.
- _____ 4. The president of our company and his wife are coming next week. He would like something deluxe.
- _____ 5. Jack wants an inexpensive room for his father to stay for a week in July.

Reservationist:

- A. Well, our conference hall is especially built for those types of occasions. It can accommodate up to 400 people. Will that suit you?
- B. We will try our best to book connecting rooms for you. If that's not possible, would you mind adjoining rooms, instead?
- C. I see. I'm sure that he'll like our deluxe suite.
- D. We have a single room on the ground floor without shower or bath, the room rate is 50 Yuan per night.
- E. How about triple rooms for 80 Yuan per night, including breakfast.

Lesson 4 Room Overbooking 客房超额预订

4

A Listen to the conversation between a reservationist and a guest who is reserving a room. Tick (✓) the correct answers.

1. Where is the guest calling from?
Paris *New York* *London*
2. What kind of room does he want?
Single *Suite* *Double*
3. How many nights will he stay?
Two *Three* *Four*
4. What is his date of departure?
30 *13* *31*
5. What is his telephone number?
0053-7722-3442 *0035-5772-3322* *0035-6722-5342*

B Listen to the conversation in Part A again. Fill in the missing words below.

1. John James called _____ Hotel to book a room.
2. He reserved a room for the month of _____.
3. The room rate will be _____ Yuan per night.
4. He would like a _____ away from the street.
5. He'll probably arrive at the hotel at around _____ Beijing Time.

C Conversation

(R: Reservationist; G: Guest)

R: Good morning, Garden Hotel. How may I help you?

G: Good morning. Do you have any double rooms free for the night of February 25th?

R: I'm sorry, sir. There aren't any double rooms left for that day, but we do have single rooms and suites available.

G: I think I'd prefer a double room.

R: Would you like us to put you on the waiting list and call you back in case of cancellation later, sir?

G: No, thanks. I prefer to have it now. Would you recommend to me any other hotels that I could try?

R: My pleasure, sir. Would you like a hotel downtown or in any other particular area?

G: Downtown would be nice.

R: In that case, may I suggest you the Flower Hotel or Friendship Hotel?

The Flower Hotel is a four-star hotel and it's the newest in our city. The Friendship Hotel is five-star and the best one, but it's very pricey.

G: I'll try the Flower Hotel. Could you give me the telephone number, please?

R: Yes, it is 6352-3388.

G: Thank you very much.

R: My pleasure and we hope to see you next time.

New Words

1. recommend [ˌrekə'mend] v. 推荐
2. cancellation [ˌkænsə'leɪʃən] n. 取消
3. downtown ['dauntaun] adv. 在市区
4. pricey ['praɪsi] adj. 昂贵的

Questions

1. Where does the guest want to stay first?
2. What is his second choice?

Exercises

4.1 Oral Practice

Pair work. Role-play the following situations.

1. Student A: You would like to book a double room from November 11th to 14th. Unfortunately the hotel is fully booked for those days. Ask the reservationist to recommend a nearby hotel to you.

Student B: You are a reservationist. Politely refuse the booking and recommend the New Century Hotel to the guest.

2. Student A: You are at the front desk and wish to book two twin rooms, but the hotel is fully booked. You agree to put your name on the waiting list in case of a cancellation later.

Student B: You are a reservationist. Ask the guest's name and telephone number. Put them on the waiting list and tell him you will call him as soon as a room is available.

4.2 Read the following email and tick (✓) the boxes to show the right answers.

Dear Sir or Madam,

I'd like to reserve an executive room for my daughter and myself, from May 21st to 26th, if possible with a balcony. We require twin beds.
Please let me know the cost including breakfast.

Yours sincerely,
Alice Smith

1. Mrs. Smith will stay at the hotel for... nights. *five* *six*

2. Mrs. Smith's departure date is... 21 26

4.3 Read the reply to Alice Smith's email in Exercise 4.2. Find four mistakes in it and correct them.

Dear Mr. Smith,

Thank you for your email. I am happy to inform you that we do have a double room with a king-size bed with balcony available for you from May 21st to 26th. The cost of the room without breakfast is 1,688 Yuan.

I can confirm that the room has been reserved for you.

We look forward to welcoming you both on May 21st.

Yours sincerely,
Emma Wang
Friendship Hotel