

酒店实用英语

Practical English for Hospitality

主编。王柏 孙露

副主编。李呈娇



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酒店实用英语

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Section one
Front Desk Services

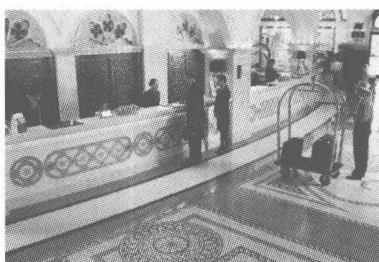
前台服务

Unit 1 Room Reservations 客房预订

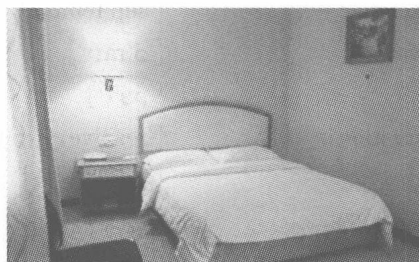
Lesson 1 A FIT Reservation 散客预订

Part One

Look and Match 看图识词



front desk 前台



big bed room 大床房



standard room 标准间



triple room 三人间



suite 套房



sea-view room 海景房

Part Two

Review the Key Words and Points 回顾单词和句子

Key Words

international	[ɪntə'næʃ(ə)n(ə)l]	(n. 名) 国际的
book	[bʊk]	(v. 动) 预订
cost	[kɒst]	(v. 动) 花费
certainly	['sɜ:t(ə)nli; -tɪn-]	(adv. 副) 当然
September	[sep'tembə]	(n. 名) 九月
arrive	[ə'raɪv]	(vi. 及动) 到达
per	[pɜ:]	(prep. 介) 每
reservation	[rezə'veɪʃ(ə)n]	(n. 名) 预约
single	['sɪŋg(ə)l]	(adj. 形) 单一的
check	[tʃek]	(v. 动) 检查
suite	[swi:t]	(n. 名) 套房
sea-view room		海景房
Hold on, please		请稍等

Key Points

Room reservation. What can I do for you?

客房预订。请问有什么需要帮忙的吗？

I'd like to make a reservation.

我想预订房间。

Which kind of room would you like? Double or single?

您想要什么样的房间？双人间还是单人间？



Hold on, please.

请稍等。

May I have your name and phone number, please?

请告诉我您的姓名和电话号码好吗?

We're looking forward to serve you.

我们期待为您服务。

When would you like the rooms?

您想要什么时候入住?

Part Three

Situational Dialogues 情景对话

Conversation 1

A: Good morning! Room reservation. What can I do for you?

上午好, 客房预订。请问您有什么需要帮忙的吗?

B: I'd like to make a reservation.

我想预订房间。

A: And which kind of room would you like? Double room or single room?

您想要什么样的房间? 大床标准间还是单人间?

B: Single.

单人间。

A: Hold on, please. Let me check. I am afraid there is no single room here.

请稍等, 我帮您查一下。这里目前恐怕没有单人间。

B: That's fine, thank you!

好的, 谢谢!

Conversation 2

A: Good morning. This is Beijing International Hotel.

早上好, 这里是北京国际饭店。

B: Ah yes, I'd like to book two rooms for myself and my father.

Could you tell me the cost of a single room per night?

嗯。我想为我和我的父亲预订两个房间。您能告诉我每个单人房间每晚的收费是多少吗?



A: Certainly. A single room is 120 Yuan per night.

没有问题, 每个房间每晚的收费是 120 元。

B: Fine.

还能接受。

A: And when would you like the rooms?

您要什么时候入住?

B: From the 25th to the 28th of September.

从 9 月 25 日到 28 日。

A: Arriving the 25th of September and leaving on the 28th? Three nights?

入住时间是 9 月 25 日, 离店时间是 28 日, 您一共住三天, 对吗?

B: That's right.

是的。

A: May I have your name and telephone number, please?

我可以知道您的姓名和联系方式吗?

B: Bob Brown. My telephone number is 67891345.

我叫布朗。我的电话号码是 67891345。

A: Just a minute please. Well, I'd like to confirm your reservation. Two single room for Mr. Brown of 120 Yuan per night for three nights from September 25th to September 28th.

请稍等。我来确认一下您的预订, 布朗先生, 9 月 25 ~ 28 日, 订两个每晚价格 120 元的单人间, 住三个晚上。

B: Right.

对的。

A: Thank you. Mr. Brown.

谢谢, 布朗先生。

Part Four

Exercises and Discussions 练习和讨论

1. Role play the dialogue with your partner 情景对话

You are a receptionist of a hotel in China. Tina calls from U S A. and wants to reserve a double room for her family including her husband and son. They're expected to be here from Sept. 10th to 15th. The telephone rings and you answer the phone.

你是中国一家酒店的接待员。蒂娜来自美国, 她想通过电话为她的家庭, 包

2. Review the new words and fill in the blanks with the correct letter and translate it into Chinese 回顾新单词，选择正确的字母填空，并将它们翻译成中文

translate it into Chinese 回顾新单词，选择正确的字母填空，并将它们翻译成中文

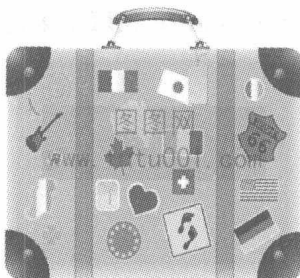
p_r [p3:]

May I have your name and telephone number?

• 7 •



travel 旅行



suitcase 行李箱



visa 签证



tour conductor 领队

Part Two

Review the Key Words and Points 回顾单词和句子

Key Words

standard	[ˈstændəd]	(n. 名) 标准
scholar	[ˈskɒlə]	(n. 名) 专家, 学者
date	[deɪt]	(n. 名) 日期, 约会
May	[meɪ]	(n. 名) 五月
available	[əˈveɪləb(ə)l]	(adj. 形) 有效的
finish	[ˈfɪnɪʃ]	(vt. 动) 完成
key	[ki:]	(n. 名) 钥匙
visa	[ˈvi:zə]	(n. 名) 签证
tour conductor		领队



of course
international travel service

当然
国际旅行社

Key Points

I'd like to reserve 16 standard rooms with your hotel for some visiting scholars.

我想在你们饭店为来访者订 16 个标准间。

What date would that be?

预订什么时间的?

We still have room available those days.

那些天我们还有房间。

Please fill in these registration forms.

请填写登记表。

Part Three

Situational Dialogues 情景对话

Conversation 1

A: Good morning. Welcome to our hotel.

早上好, 欢迎来到我们酒店。

B: Ah yes, I'd like to book ten single room. I am from China International Travel Service. Could you tell me the cost of a single room per night?

嗯。我想要 10 个单人房。我来自中国国际旅行社。您能告诉我每个单人房每晚的收费是多少吗?

A: Certainly. A single room is 120 Yuan per night.

没有问题, 每个房间每晚的收费是 120 元。

B: Fine.

还能接受。

A: And when would you like the rooms?

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