

酒店服务管理

专业系列教材

# 酒店服务英语

石民辉 主编



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## 编写说明

为了适应社会主义市场经济体制的要求,国内贸易部于1998年颁发了商品经营等7个专业教学计划和专业课教学大纲。《酒店服务英语》一书是根据新编的教学计划和教学大纲的要求,充分吸收和借鉴本学科国内外研究的最新成果,重点放在学科体系、内容体系、结构体系的创新,强化知识应用性和可操作性。本书是商贸中等职业技术学校的必用教材,也可供业务岗位培训、再就业培训使用,还可作为广大企业职工工自学读物。

《酒店服务英语》一书由长春市商业技工学校石民辉任主编(第一、五部分),长沙市商业技工学校张小玲任副主编(第三部分),参加编写的还有济南商业技工学校尹晋(第四部分),广西桂林商业技工学校潘桂君(第二部分),全书由石民辉总纂。

本书在编写过程中,得到了许多学校领导和教师的大力支持,在此致以深切的谢意。

由于编写时间仓促,编者水平有限,书中难免有疏漏之处,敬请广大读者不吝赐教,以便于修订,使之日臻完善。

内贸系统教材编审委员会

1999年7月1日

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## PART ONE

### DAILY EXPRESSIONS

#### Unit 1 Greetings

##### Dialog 1:

A: Good morning, madam.

B: Good morning.

A: Welcome to our hotel.

B: Thank you.

##### Dialog 2:

A: How do you do?

B: How do you do?

A: My name is ChenMing. I'm glad to meet you.

B: I'm Helen White. I'm glad to meet you, too.

##### Dialog 3:

A: How are you?

B: Fine, thanks, And you?

A: I'm fine, too, thank you.

##### Useful Expressions:

1. Hello. 您好——Hello. 您好。

2. How do you do? 您好。

——How do you do? 您好。

3. Glad to meet you. 见到您真高兴。

——Glad to meet you, too. 见到您我也很高兴。

4. Good morning. 早上好。

——Good morning. 早上好。

5. Good afternoon. 下午好。

——Good afternoon. 下午好。

6. Good evening. 晚上好。

——Good evening. 晚上好。

7. How are you (getting on)? 您好吗?

——Very well, thank you. 我很好, 谢谢。

——Just so so. 还可以。

——Yes, not bad. 好的, 还不错。

### Notes:

1. Good morning. 早上好(午夜零点至中午), Good afternoon. 下午好(中午至晚 18 点)和 Good evening. 晚上好(晚 18 点至睡觉前), 都是问候用语, 往往用于较客气的场合。服务人员可以用这样的问候语去接待客人, 回答时用同样的话。

2. 接待人员对于年长的不知姓名的单个宾客通常称他(或她)为 sir(先生)或 madam(夫人), 放在句末。如: Yes, madam. 当有数位男宾客时应称呼 gentlemen, 当有数位女宾客时应称呼 ladies, 当遇到团体客人(有男、女宾客)时, 应称呼 ladies and gentlemen.

3. 接待人员如果知道对方的姓氏, 应称呼其姓氏。则正式称呼是“某先生”、“某夫人”, 如果对方是不知是否已婚的女子, 则称“某女士”如: Mr Baker, Mrs Smith, Miss Brown, Ms White. 注意 Mr, Mrs, Ms 不能单独用来作为称呼, 不能冠于

名字前,只能冠于姓(或姓名)之前。Mr(先生)亦可冠于职务之前。如:Mr President,(总统先生),Mr Editor(编辑先生)。

4. 初次见面比较正式问候用语要用“How do you do?”意为“您好”。对方也说“How do you do?”作为回答。

5. 互相认识的同辈,平常打招呼的用语,最轻松的是用“Hi!”其次是“How are you?”

6. Hello(您好),较随便,朋友,熟人之间用。

## Phonetics Revision 语音复习

### 1. 音节

音节是说话时最小的语言片断,通常由一个元音加上一个或几个辅音构成。但是单独一个元音也能成为一个音节。例如:[ə],[ai]。有些较响亮的辅音,如[l],[ʌ],在后面没有元音的情况下也能和它前面的辅音构成一个音节。例如:[æpl],[litl],[lesn]。

### 2. 开音节和闭音节

(1)开音节:有两种。(a)“以发音的元音字母结尾”的音节。例如:my,go,be。(b)“一个元音字母+一个辅音字母(r除外)+不发音的e结尾”的音节。如:make,five,those。在重读开音节中,元音字母按其字母名称读音。即:a[ei],e[i:],i[əi],o[əu],u[ju:]。

(2)闭音节:“一个元音字母+(一个或几个)辅音字母(r除外)”的音节。如:it,desk,pen。在重读闭音节中,元音字母读作短元音。即:a[æ],e[e],i[i],o[ɔ],u[ʌ]或[u]。

(3)r音节:“一个元音字母+一个字母(r除外)”的音节。



如: bar, her, firm, for, fur。在重读音节中, ar 读作 [ɑ:], or 读作 [ɔ:], ir, er 和 ur 都读作 [ə:]。如: car, horse, girl, serve, burn.

### 3. 音标(48 个)

A. 元音(20 个): 单元音 [i:] [ɪ] [e] [æ] [ʌ] [ɑ:] [ɔ] [ɒ:] [u:] [ʊ] [a] [ɑ:] (12 个)

双元音: [əʊ] [aʊ] [eɪ] [aɪ] [ɔɪ] [ɪə] [eə] [ʊə] (8 个)

B. 辅音:(28 个):(1)摩擦音: [f] [v] [θ] [ð] [s] [z] [ʃ] [ʒ] [h] [tʃ] [dʒ] [tʒ] [dʒ] [tr] [dr] (15 个)

(2)爆破音: [p] [b] [t] [d] [k] [g] (6 个)

(3)鼻音: [m] [n] [ŋ] (3 个)

(4)舌边音: [l] (1 个)

(5)滑动音: [j] [w] [r] (3 个)

### Exercises:

1. Recite the useful expressions and the dialogs.

2. Role-play:

Guest: You (①a lady ②Mr Smith ③several men ④several ladies ⑤a group of guests) are coming to the hotel in the morning. (in the afternoon. in the evening.)

Clerk: You are greeting the guest(s).

3. Fill in the blanks with the following words, according to their rules of reading: nine, black, sing, we, came, thick, let, shock, time, late, go tube, sack, ride, cute them, plane, flag, these, bike, clock, ship, pick, no, box, bus.

a	[ei]
	[æ]
e	[i:]
	[e]
i	[ai]
	[i]
o	[au]
	[ɔ]
u	[ju:]
	[ʌ]

## Unit 2 Partings

### Dialog 1:

Scene: In a hotel.

Cashier: Good morning, sir. May I help you?

Guest: Yes. I'm leaving this morning. I want to pay my bill now. The name is Mr Black. Room 1234.

Ca: Just a moment, Please, ..... That's 250 yuan.

G: Here you are.

Ca: Here's your receipt. I hope you enjoyed your stay with us.

G: Thank you and good - bye.

Ca: Good - bye.

## Dialog 2:

Scene: At the railway station.

Peter: Thank you for coming to see us off.

Clerk: It's our pleasure.

P: We've enjoyed our stay in Beijing.

C: We've enjoyed having you with us. Please give my best regards to Prof. Miller.

P: I will.

C: I hope you can come back to Beijing again.

P: Yes, we will. I'm afraid we must get on the train now.  
Good - bye.

C: Good - bye, Peter! Wish you a pleasant journey. Take care, Lois!

L&P: Thank you. Good - bye, dear friend!

## Useful Expressions:

1. It's very nice of you to come and see me off. 您来为我送行,真是太客气了。

2. Well, I'll really have to get on my way. 我真的要走了。

3. I must be going now. 我得走了。

——Can't you stay a bit longer? 不能再多留一会儿吗?

4. Come and see me when you have time.

——Thanks. I'll certainly do that. 谢谢了,我一定会的。

5. I hope to see you again. 希望能再见到您。

6. We are looking forward to another chance to serve you.

期望再有机会为您服务。

7. Please come again. 请下次再来。

8. Don't forget to give me a ring. 别忘了给我打电话。

9. Take care. 保重。

10. Keep well. 祝您健康。

11. Have a nice trip. 一路顺风。

12. Bon Voyage! 一路平安。

13. All the best! 一切顺利!

14. Good luck! 祝您好运, 祝您顺利。

15. Wish you a pleasant journey! 祝您旅途愉快。

16. Good bye. 再见。——Good bye. 再见。

17. Bye. 再见。——Bye. 再见。

18. Good night. 晚安。——Good night. 晚安。

19. See you later. 再见。——See you later. 再见。

20. So long. 再见。——So long. 再见。

### Notes:

1. be leaving. 现在进行时, 有时可表示将来发生的动作。用于 go, come, stay, leave, start 等表示动作的动词。eg: He is coming to see you tomorrow. 他明天要来看你。

2. to pay one's bill. 结账。

3. I hope you enjoyed your stay. 因为客人已退房, 要用过去式, 客人初到时应该用将来时, 即: I hope you will enjoy your stay.

4. see sb. off. 为某人送行。“接机”通常用: meet。

5. give one's (best) regards to sb. 请问候……

6. have(got) to + 动词原形。不得不, 必须。

7. be looking forward to... 盼望, 期待……, 多用于进行式, eg: I'm looking forward to seeing you. 我盼望能见到你。

8. Good - bye. 是分手最常用的一句话, 只适用于送别时。

9. Bye 等于 Bye - bye. 也是比较随便的告别词。

10. Good night. 是晚间分别估计不再见面的客套语。

11. So long. 用于彼此熟悉的人之间, 是比较随便的告别语。对接待人员来说, 以不用为宜。

12. 与人道别的方式很多, 这主要取决于道别双方的关系以及具体场合。但是, 不管是怎样的情况, 有一点是必须共同遵循的, 即: 不要突然地说 Good bye, 而应先有一定铺垫, 使对方有一定的思想准备。这是我们中国人与英美人在道别时的不同的文化习俗。一般而言, 英美人还常常利用道别这一时刻表示感谢, 表示祝愿或约定下次见面的时间等。

## Phonetic Revision 语音复习

### 字母组合的读音规则

元音字母组合	读 法	例 词
all	[ɔ:l]	wall, tall
ass	[a:s]	class, glass
ask	[a:sk]	ask, basket
air	[eə]	chair, hair
are	[eə]	hare, rare
ee	[i:]	see, sleep

续 表

元音字母组合	读 法	例 词
ea	[i:]	tea, sleep
ai	[ei]	wait, rain
ay	[ei]	play, say
ear	[ə:]	early, learn
	[iə]	year, near
ew	[ju:]	news, few
igh	[ai]	night, light
oa	[əu]	boat, coat
oi	[oi]	oil, boil
oy	[oi]	boy, toy
oo	[u:]在大多数情况下 [u]在 k 前面	school, food
ou	[əu]	book, look
	[əu]	out, loud
ow	[əu]	down, town
	[əu]	slow, low

Exercises:

1. Recite the useful expressions and the dialog.

2. Role - play:

Guest: You have paid the bill and are leaving the restaurant.

Clerk: You are serving the guest.

3. Fill in the missing words and finish the following dialog:

Alice: May I \_\_\_\_\_ to Peter, please?

Peter: \_\_\_\_\_ is Peter.

A: Hi, Peter! I'm sorry I can't come to see you \_\_\_\_\_ tomorrow.

P: It's OK. I \_\_\_\_\_ tomorrow's meeting is very important to you.

A: So Peter, Please \_\_\_\_\_ my best \_\_\_\_\_ to your family.

P: I \_\_\_\_\_. Take \_\_\_\_\_, Alice.

Don't overwork yourself. (不要过分劳累)

A: No, I won't. \_\_\_\_\_ luck, Peter!

Hope we can \_\_\_\_\_ again soon.

P: I \_\_\_\_\_ so too.

Thank you for \_\_\_\_\_. Good - bye, Alice!

A: Good - bye, Peter! Bon \_\_\_\_\_!

4. Read the following letters, sounds and words:

th [θ] think, thank, bath, three.

th [ð] this, that, than, they, father.

sh [ʃ] she, fish, shirt, wash, dish.

qu [kw] quick, quite, queen, quarter.

ch [tʃ] teach, child, China, touch.

tch [tʃ] match, watch, catch, patch.

ture [tʃə] picture, future, culture.

ph [f] photo, telephone, physics.

ck [k] neck, black, packet.

kn [n] know, knife, knee, knock.

nk [ŋk] ink, think, thank, link.

ng [ŋ] sing, long, thing, spring.

---

wr[r]write, wrong, wrap.

## Unit 3 Getting Acquainted

### Dialog 1:

Scene: At the airport.

R: Good afternoon, sir. I am the Airport Representative of Maria Hotel. Are you Mr. Smith?

S: Yes, I'm John Smith from America.

R: We are expecting you. Welcome to Beijing.

S: Thank you.

R: Mr. Smith, may I help you with your suitcase?

S: Thank you.

R: Would you come this way, please?

The car is waiting.

### Dialog 2:

Guest: I'd like to see your manager, please.

Receptionist: Just a minute, Mrs Smith... Mrs Smith, this is our manager, Mr Li. Mr Li, this is Mrs Smith.

Li: How do you do, Mrs Smith? Nice to meet you.

G: How do you do, Mr Li.

### Useful Expressions:

A: Self - introduction.

1. Let me introduce myself. I'm... 请让我自我介绍一下,



我叫……

2. How do you do? My name is..., the attendant here. 你好, 我叫……, 是这儿的服务员。

3. May I introduce myself? I'm... 请允许我做下自我介绍, 我叫……

B: Introducing people.

4. Let me introduce you to... 请让我给你介绍……

5. I'd like you to meet... 我想让你见一见……

6. May I introduce... to you? 我可以介绍一下……吗?

C. Responses to introductions.

7. How do you do, Mr...? 你好……

8. I'm glad to meet you. 见到你, 我很高兴。

9. It's nice to see you. 见到你, 真高兴。

10. Welcome to our hotel. 欢迎您到我们宾馆。

11. Is this your first visit to China? 这是您第一次来中国吗?

12. Are you American? 你是美国人吗?

13. How long are you going to stay here? 你打算在这住多久?

14. We hope you'll have a good time in our hotel. 希望您  
在宾馆生活愉快。

15. We hope you'll enjoy your visit here. 祝您在这儿过得愉快。

16. Beautiful day, isn't it? 天气真好, 是不是?

17. How do you like the weather here? 你觉得这儿的天气怎么样?