



海南工商职业学院

校企合作教材

高职高专十三五规划教材

基金项目：海南省高等学校科学研究项目(Hjgg2013-73)

实用酒店英语

Practical Hotel English

主 编◎云丽虹

副主编◎王 博 张红艳 冯金妮

编 委◎王志明 朱 瀚



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内容提要

本书以Murphy一家入住三亚亚龙湾红树林度假酒店为故事主线编纂对话，共分为四大板块：前厅服务、饮食服务、客房服务和康乐服务。每个板块根据实际情况又分为多个单元，基本囊括了酒店所有的服务内容，具有专业性和实用性的特点。

本书为广大海南酒店从业人员量身定做，侧重于学员听和说等交际能力的培养，练习酒店日常用语的同时，注意跨文化交际意识的养成。在编写中，我们与三亚亚龙湾红树林度假酒店合作，收集了大量酒店一线员工日常使用的语言，并听取了他们意见和建议，力争贴近酒店实际工作，使酒店每一位员工和酒店管理专业的在校生都能够把英语学得会、说得好。

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2009年12月,《国务院关于推进海南国际旅游岛建设发展的若干意见》正式印发,标志着海南国际旅游岛建设上升为国家战略,从此海南岛的国际化进程拉开序幕。开放航权、落地签证、离岛退税等一系列优惠政策,使得海南岛正在成为全世界游客理想的目的地。作为最早与世界接轨的行业之一,海南酒店业正同时面临机遇与挑战。一方面,依靠得天独厚的自然条件,海南酒店业遍地开花,大量酒店的硬件设施及环境已达到国内甚至国际领先水平;另一方面,由于酒店从业门槛相对较低,酒店的软实力正面临巨大挑战。英语作为世界通用语言,成为了提升酒店软实力的关键要素。

本书为广大海南酒店从业人员量身定做,侧重于学员听和说等交际能力的培养,练习酒店日常用语的同时,注重跨文化交际意识的养成。在编写中,我们与三亚亚龙湾红树林度假酒店合作,收集了大量酒店一线员工日常使用的语言,并听取了他们意见和建议,力争贴近酒店实际工作,使酒店每一位员工和酒店管理专业的在校生都能够把英语学得会、说得好。

本书以Murphy一家入住三亚亚龙湾红树林度假酒店为故事主线编纂对话,共分为四大板块:前台服务,饮食服务,客房服务和康乐服务。每个板块根据实际情况又分为多个单元,基本囊括了酒店所有的服务内容,具有专业性和实用性的特点。每个单元的构成如下:

词汇

通过连线的方式使学员掌握与本单元内容相关的单词或词组;学员可采用遮盖连线的方法对词汇进行重复记忆,最终达到真正掌握词汇的目的。

听

以Murphy一家在亚龙湾红树林度假酒店的活动为例,使学员通过听对话补全其中的空白,达到能听“懂”的目的。

说

此板块分为两部门。第一部分,学员通过置换空白处词汇对对话进行重新演绎;第二部门,对英语段落进行复述,每个段落内容都与对应的单元主题相关,从

而使学员达到能说“清”的目的。

角色扮演

此板块也分为两部分。第一部分，设置一般情景，使学生分角色扮演酒店员工和酒店客人；第二部分，设置特殊情景，使学生分角色扮演酒店员工和酒店客人。此部分尤其锻炼学生的组织、合作以及交际能力。

句型练习

针对某个情景，使学员尽可能多地想出各种可用的表达方式，以巩固本单元学习内容。

文化注释

通过对海南自然、人文环境以及酒店业常用词汇的介绍，使学员了解海南概况的同时，掌握用英语介绍海南以及用英语服务客人的能力，增强学生的跨文化交际意识。

本书旨在提高酒店从业人员和酒店专业学生的英语交际能力，希望能帮助所有学员达到预期的学习效果。由于编写时间紧，该书难免存在一些不足之处，欢迎广大读者批评指正，以便今后我们修订时加以完善。本书在编写过程中得到了三亚亚龙湾红树林度假酒店和海南工商职业学院领导的倾力帮助，在此我们对两个单位的领导表示衷心感谢。我们也感谢海南教育厅给予的科学研究项目经费（基金项目：海南省高等学校科学研究项目(Hjjg2013-73)）。

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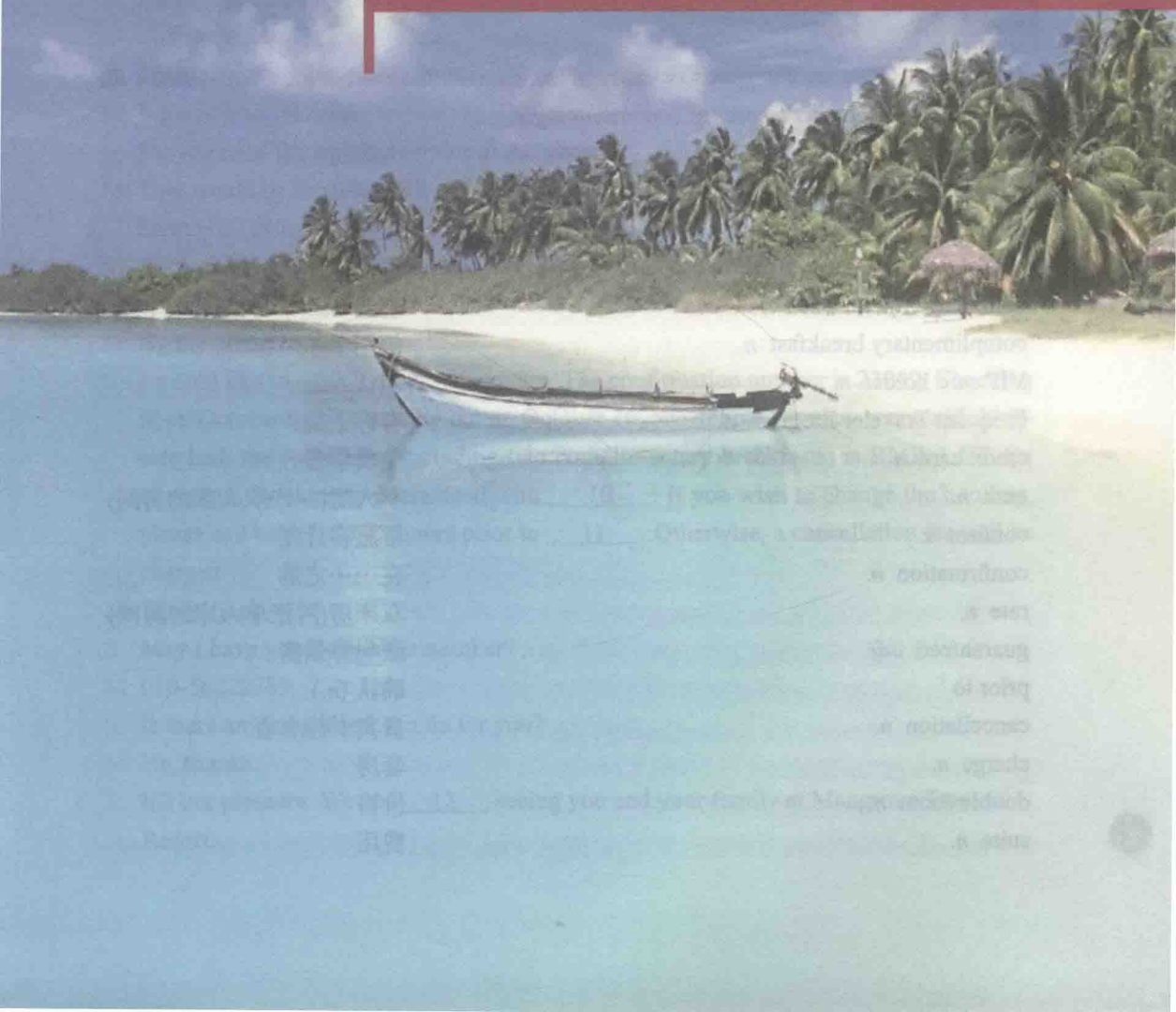


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Module I Reception Service





Unit 1

Reservation

Part I Vocabulary

Direction: Below are the words or expressions relevant to reservation. Please match the words with the correct meanings correspondingly.

reservation <i>n.</i>	大床房
king-size bed room <i>n.</i>	可用性
twin room <i>n.</i>	取消
availability <i>n.</i>	预订
deluxe room with a sea view <i>n.</i>	现金
complimentary breakfast <i>n.</i>	信用卡
VIP card holder <i>n.</i>	确认 (v.)
Frequent Traveler Program <i>n.</i>	有保证的
credit card <i>n.</i>	免费早餐
cash <i>n.</i>	双人房(一张双人床的房间)
confirm <i>v.</i>	常旅客计划
confirmation <i>n.</i>	在……之前
rate <i>n.</i>	双床房(两张单人床的房间)
guaranteed <i>adj.</i>	豪华海景房
prior to	确认 (n.)
cancellation <i>n.</i>	贵宾卡持有者
charge <i>n.</i>	套房
double room <i>n.</i>	价格
suite <i>n.</i>	费用



Part II Listening

Direction: Listen to the dialogue and fill in the blanks.

Dialogue. Mrs. Murphy is calling Mangrove Tree Resort to make a 1. Sara is a clerk there.

M=Murphy S=Sara

S: Good morning, Mangrove Tree Resort. May I help you?

M: Good morning, this is Mrs. Murphy. I'd like to make a reservation, please.

S: Mrs. Murphy, this is Sara speaking, I am glad to be 2. Mrs. Murphy, how long will you be staying, please?

M: We will arrive on 3 and leave on 4.

S: May I know how many people in the reservation?

M: My husband and me.

S: What type of room would you prefer, king-size bed room or a twin room?

M: 5 room.

S: Let me check our room availability for those days.

A minute later ...

S: Thank you for waiting. We have 6 at RMB 1,500, including two 7.

M: We will take this one.

S: Do you need the pick-up service at the airport?

M: That would be nice. We will arrive on October 9 at 11:30 a.m. at Sanya airport by flight HU7280.

S: It's noted and our staff will meet you there. Would you prefer to reserve your booking by credit card or 8?

M: By my credit card.

S: I would like to 9 your reservation. The confirmation number is 23049. Checking in on October 9 and checking out on October 16, one deluxe sea view room with king-size bed, the room rate (including two complimentary breakfasts) is RMB 1,500 for one night. Booking is guaranteed with 10. If you wish to change the booking, please call us at least 72 hours prior to 11. Otherwise, a cancellation fee will be charged.

M: That's fine.

S: May I have your telephone number?

M: 010-56222789.

S: Is there anything else I can do for you?

M: No, thanks.

S: It's our pleasure. We are 12 seeing you and your family at Mangrove Tree Resort.

Part III Speaking

Section I

Direction: In this part, there are two sections. In the first section, you'll be given dialogues similar to Part II. Read the dialogues aloud with your partners, then finish Task 1 and Task 2.

Dialogue 1

A: Good morning, Mangrove Tree Resort. May I help you?

B: Good morning, this is Mrs. Murphy. I wonder if any room is available at your resort.

A: Mrs. Murphy, this is Sara speaking. May I know when you are arriving?

B: We will arrive on June 15. And we will stay 3 days and 2 nights.

A: June 15? I am sorry that it's fully booked for the day. Do you want to reschedule your stay to a day or two later?

B: Oh, no. The flight of the day is at the reasonable price.

A: How about staying at our branch resort at Yalong Bay?

B: That's a good idea. We would take it.

Dialogue 2

A: Good afternoon, Mangrove Tree Resort. What can I do for you?

B: Good afternoon, this is Mrs. Murphy. Your resort is referred to me by Sanya Bay Branch.

A: Yes, we are sister branches. Would you like to take a sea view or garden view room?

B: A sea view room would be fine for two of us.

A: May I have your arriving date? And how many nights do you wish to stay?

B: All right. We will stay for 2 nights from June 5 till June 7.

A: Your booking is done.

B: It's very nice of you.

Dialogue 3

1. The room rate includes breakfast.

2. With or without breakfast?

3. May I request special diet?

4. You are welcome. We are looking forward to seeing you at our resort.

5. Sounds good. Thanks.

6. What is the price difference?

7. A garden view room is RMB 1,200 per night, a sea view room is RMB 1,500 per night.





8. As you wish, just let us take a note on your diet information.

Task 1. There are a number of sentences which are underlined above. Replace them with expressions that function equally. Work them out and speak together with your partners.

Task 2. In Dialogue 3, you are given sentences that are disordered. Read them through, and put them in order. Then speak them out with your partners.

Section II

In the second section, you'll be given a short passage. Please translate it into Chinese and retell it with your own words.

Good morning, Mangrove Tree Resort. Which kind of room would you prefer, twin bedroom or king bedroom? We charge RMB 1,200 for a twin bedroom per night and RMB 1,500 for a king bedroom per night. When will you arrive and how long will you be staying? How would you prefer to pay, by credit card or by cash? If you want to change the booking, please call us at least 72 hours prior to your arrival. Otherwise, a cancellation fee will be charged. We look forward to seeing you soon in Mangrove Tree Resort. Thanks for calling and have a nice day.

Part IV Role-Play

Direction: In this part, there are two scenarios. Work in groups and role play them.

1. General play of reservation

Kathy and her friend Linda plan to visit Hainan next week and they would like to stay at Mangrove Tree Resort in Sanya. Now Kathy is calling Mangrove Tree Resort to make a reservation for 5 days.

2. Creative play of reservation

Kathy and her friend Linda plan to visit Hainan next week and they would like to stay at Mangrove Tree Resort in Sanya. Kathy has called Mangrove Tree Resort and made a reservation for 5 days. But something unexpected has happened. Role play the conversation between Kathy and the hotel:

- i) Due to a typhoon, Kathy and Linda could not arrive in Sanya as scheduled.
- ii) After Kathy and Linda's arrival for 2 days, their friend Betty comes to join them.
- iii) Kathy has already paid for 5 days' reservation, however, on the 4th day, she gets



an emergency call from her company that she has to leave immediately.

Part V Pattern Drills

Direction: In this part, you'll be placed in some scenarios in which you have to communicate with guests. What expressions can you come up with? Please practice those expressions and try to give more by brainstorming.

1. Making for reservation

I'd like to make a reservation at your resort.

I would like to book a room.

I'd like to reserve a room for 7 days.

I wish to make a reservation for 2 days from June 1 to 3.

2. Asking for dates of reservation

When are you arriving?

How long will you be staying?

What time do you expect to arrive?

When would you arrive?

For which dates?

When for?

3. Asking about room preference

Which type of room would you like, a garden view or a sea view room?

Which room would you prefer, a twin room or a double room?

What's your room preference, please?

4. Asking about personal information

May I have your name, please?

May I have your phone number, please?

May I have your passport number, please?

Travel
Tips

Hainan Island

Hainan Province is located at the southern tip of China. With an area of 33,900 square kilometers, it is the smallest province of China. It is also the only tropical island of China. Haikou City is economic, political and cultural center of the island. The annual average temperature is about 25 degrees centigrade, so it has long been called the "Hot Island". Also there is plentiful rain on the island. The surrounding areas of Hainan Island feature beautiful seaside sceneries. With 12 hours of sunshine a day, it is a real paradise for



people to spend their holidays or escape the cold winter.

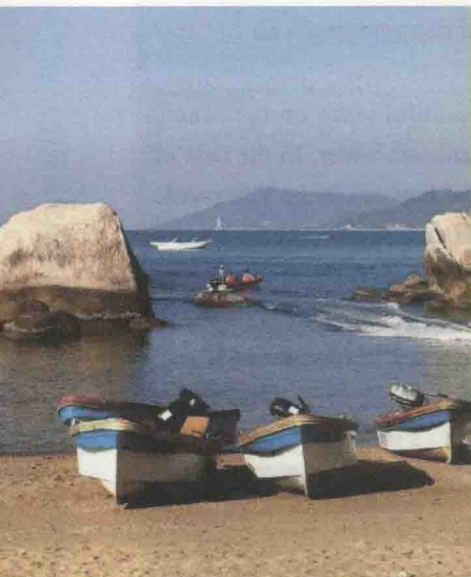
In the southern part of Hainan Island, Sanya is the most beautiful place on the island. This is the best place for visitors to enjoy sunshine, beach and sea water. In the east of the City is Yalong Bay, which is known as the most beautiful bay of China. The scenic spot of Tianya Haijiao (literally the edge of the sky and the end of the sea) displays a feast of beauty. There is a large accumulation of grand grotesque stones. Besides, Sanya also has the scenic spots such as Nanshan Tourism Zone, Large and Small Cave Heavens, Luhuitou, ancient city of Yazhou and so on. Hainan Island also has many natural scenic spots such as Dongshanling mountain range, Dongjiao coconut forest, Wuzhi Mountain, Nanwan Monkey Island, and so on.



海南概述

海南省位于中国最南端，面积为33 900平方公里。海南是中国最小的省份，也是中国唯一的热带岛屿。海口市是海南省政治、经济和文化的中心。海南年平均温度为25摄氏度，长久以来一直被人们称之为“热岛”。这里雨水丰富，海岛周边是美丽的海岸风景线。海南岛日照时间达到12小时，是人们冬天避寒的绝佳之地。

三亚市坐落在海南的南部，是岛上最美的地方。这里是游客享受阳光、沙滩和海水的旅游胜地。三亚东面的亚龙湾被公认是中国最美的沙滩，天涯海角景区巨石嶙峋，美不胜收；另外还有南山旅游区、大小洞天、鹿回头等多个景点。海南还有很多景点，如东山岭、东郊椰林、五指山、南湾猴岛等景区。



Unit 2

Reservation Change

Part I Vocabulary

Direction: Below are the words or expressions relevant to reservation change. Please match the words to the correct meanings correspondingly.

yet conj.

reschedule v.

family deluxe suite n.

current adj.

bay n.

shuttle bus n.

note v.

家庭豪华套间

海湾

记下

穿梭班车

重新安排

但是, 然而

现在的, 目前的

Part II Listening

Direction: Listen to the dialogue and fill in the blanks.

Dialogue. Mrs. Murphy is calling Mangrove Tree Resort to 1 her reservation and Sara, a hotel receptionist there is answering the phone.

M=Murphy S=Sara

S: Good afternoon, Mangrove Tree Resort. Can I help you?

M: Yes, I am Mrs. Murphy, and I made a reservation for 7 nights from October 9 to 16.

2, we have to reschedule our plan. We will be staying in Sanya from 3 to 4. In addition, we will bring our son and daughter together with us.

S: Mrs. Murphy, may I have your reservation number?



M: My reservation number is 23049.

S: Yes, Mrs. Murphy. You booked one deluxe room with a sea view with a king-size bed. Now, you are calling to 5 it and would arrive on October 2 instead of October 9.

M: That is right. Is the room still available?

S: Wait a moment, please. All right, Mrs. Murphy, your reservation is confirmed, and we will cancel the early booking and charge the current booking for the family suite.

M: Certainly, do 6 it by my credit card. Thank you.

S: You are welcome.

Part III Speaking

Direction: In this part, there are two sections. In the first section, you'll be given dialogues similar to Part II. Read the dialogues aloud with your partners, then finish Task 1 and Task 2. In the second section, you'll be given a short passage. Please translate it into Chinese and retell it with your own words.

Section I

Dialogue 1

A: Good morning, Mangrove Tree Resort. May I help you?

B: Good morning, this is Mrs. Murphy. I'm calling to change my early booking.

A: Yes, Mrs. Murphy, I find you in the booking list.

B: We will arrive on October 2 instead of October 9.

A: Let me see. That is fine. I've changed the date of your check-in. What else can I do for you?

B: That's all. Thank you.

Dialogue 2

A: Good afternoon, this is Mrs. Murphy. I booked one deluxe sea view room with king-size bed.

B: Yes, Mrs. Murphy. I found it. Are there any other requests?

A: I have to ask for two extra beds, as my boy and girl will come together with us in this trip.

B: Mrs. Murphy, I am sorry to say that we could not add two extra beds. I will suggest you take a family suite.

A: How much do I have to pay for a family suite?

B: It is 2,200 per night.

A: Oh, it's quite pricy. Anyway, we have to take it.

B: It's confirmed. See you soon.



Dialogue 3

1. I booked a double room for 7 nights from October 9. It seems I could stay only for 5 nights.
2. What can I help you?
3. Yes, is it any extra cost for the cancellation?
4. No, there is not any, as it is done more than 72 hours before your arrival.
5. I see, you would like to cancel the last two nights' booking.

Task 1. There are a number of sentences which are underlined above. What you are required to do is to replace them with expressions that function equally. Work them out and speak together with your partners.

Task 2. In Dialogue 3, you are given sentences that are disordered. Read them through, and put them in order. Then speak them out with your partners.

Section II

Good morning, Mangrove Tree Resort. What can I do for you? May I have your reservation number? What room would you prefer, a deluxe sea view room with twin bed or a garden view family suite? The room rate includes two complimentary breakfasts. May I have your passport number? Please tell us your flight number. We would offer airport pick-up service. Sir, your reservation is confirmed, and we will cancel the early booking and charge the current booking for a garden view family suite. Nice day.

Part IV Role-Play

Direction: In this part, there are two kinds of situations. Students are supposed to be divided into teams and each student plays a role in the situation. Please practice by team and present in the class.

1. General play of reservation change service

Mr. and Mrs. Black will visit Sanya in May and they have already booked a room for 2 days from May 23 to 25 in Mangrove Tree Resort. However, because of the change of the plan, they have to postpone the reservation. Work in teams, and play the conversations with necessary roles.

2. Creative play of reservation change service

Mr. and Mrs. Black will visit Sanya in May and they have already booked a room for 2 days from May 23 to 25 in Mangrove Tree Resort. Work in teams, and develop a story containing the following plots: