

Hotel English 800

赵志敏◎主编



饭店服务 英语800句

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800句

江苏工业学院图书馆
主编：赵志敏
参编：贺立楠
藏书章

旅游教育出版社

·北京·

责任编辑:李红丽

图书在版编目(CIP)数据

饭店服务英语 800 句/赵志敏主编. —北京:旅游教育出版社,
2007. 1

ISBN 978 - 7 - 5637 - 1440 - 7

I. 饭… II. 赵… III. 饭店—商业服务—英语—口语
IV. H319.9

中国版本图书馆 CIP 数据核字(2006)第 153812 号

饭店服务英语 800 句

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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)
E-mail	tepfx@163.com
印刷单位	中国科学院印刷厂
经销单位	新华书店
开 本	850 × 1168 1/32
印 张	4.75
字 数	75 千字
版 次	2007 年 1 月第 1 版
印 次	2007 年 1 月第 1 次印刷
定 价	15.00 元(含光盘)

(图书如有装订差错请与发行部联系)

Preface

前 言

随着中国旅游业的迅猛发展,越来越多的境外游客来到中国,这对中国旅游饭店服务人员的外事接待水平提出了更高的要求。鉴于这种需求,我们根据饭店一线部门及岗位工作的特点及饭店服务人员的现实情况,编写了这本《饭店服务英语 800 句》,以满足饭店服务人员工作及学习的需要。

本书由五大部分及附录组成。五大部分即前厅部、客房部、餐饮部、会展中心、康乐中心。附录包括“饭店服务英语基本分类词汇 535 个”、“广交会中餐英文菜谱”、“中式小吃”和“中外节日”。

本书内容条理清晰,简洁实用,以英语单句为主,兼有少量对话,全部为英中对照,并配有英文录音。既可作为旅游院校饭店英语教学的辅助教材,也可用作职业技能鉴定或饭店宾馆英语培训用书。同时,由于本书易学易用,它更是旅游院校学生及饭店宾馆工作人员提高自己饭店英语水平不可多得的自学教材。只要大家对照中文译文,熟读多记,灵活运用,一定能迅速提高自己的英语对客接待能力。

附录里的饭店服务英语基本分类词汇分 27 个类别,共计 535 个,是对饭店服务基本词汇的汇总,如月份、星期、季节、部门、客房种类和客房用品及设备,希望能对大家有所帮助。

在编写过程中,我们努力使本书成为准确实用的资料工具书,但由于编者水平有限,书中若有疏漏不当之处,敬请广大读者和专家批评指正。

编 者

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Part One



Front Office Department

前厅部

Unit 1

Room Reservation

客房预订

I. Welcome

欢迎问候

1. Good morning (afternoon, evening), sir (ma'am).
早上(下午、晚上)好, 先生(夫人)。
2. How do you do?
您好! (初次见面时)
3. Glad to meet you.
很高兴见到您。
4. How are you?
您好吗?
5. Fine, thanks. And you?
很好, 谢谢。您也好吧?
6. Welcome to our hotel (restaurant, shop).
欢迎到我们饭店(餐厅、商店)来。
7. Wish you a most pleasant stay in our hotel.
愿您在我们饭店过得愉快。
8. I hope you'll enjoy your stay with us.



希望您在我们饭店过得愉快。(客人刚入店时)

9. I hope you are enjoying your stay with us.

希望您在我们饭店过得愉快。(客人在饭店逗留期间)

10. I hope you have enjoyed your stay with us.

希望您在我们宾馆过得愉快。(客人离店时)

11. Have a good time!

祝您过得愉快!

II. About Date

关于日期

12. When for?

您哪天要这个房间?

13. For what dates?

您要订哪天的房?

14. Which date would that be?

那是哪一天?

15. Is it just for tonight?

只订今天一个晚上吗?

16. When do you need the room?

您什么时候需要房间?

17. What time will you be here?

您什么时间入住?

18. For how long?

您要住多久?

19. For how many nights?

您要住几个晚上?



20. How long do you plan to stay?

您打算住多久?

21. How long will you be staying?

您要住多久?

III. Receiving a Telephone Call

接电话

22. Hold on, please. I'll check it up for you.

请稍等,我查一下预订情况。

23. Hold the line, please. I'll check the room availabilities for those dates.

请别挂电话,我查一下那几天的预订情况。

24. Thank you for waiting.

谢谢您耐心等待。

25. Sorry to have kept you waiting.

对不起,让您久等了。

IV. About Room

关于房间

26. What kind of room would you like?

您想要什么样的房间?

27. Would you like a single or a double room?

您想要单人房还是双人房?

28. We have deluxe suites, deluxe double rooms, twin-bed rooms with bath and single rooms. Which do you prefer?



我们这儿的房型有豪华套房、豪华双人间、标准双人间和单人间,您要哪一种?

29. Which do you prefer, a double room with bath or a twin-bed room with bath?

您是要带浴室的双人间还是要带浴室的标准间?

30. Would you like a room with a front view or a rear view?

您是要临街的还是背街的房间?

31. How many people will there be in your party?

你们一起有几个人?

32. How many rooms would you like?

您想要几个房间?

V. About Payment

关于付款方式

33. How will you be paying?

您将如何付款?

34. How would you like to make payment?

您打算以何种方式付款?

35. Who will be paying the bill?

谁将支付费用?

36. Is the company willing to cover all the expenses?

公司是否愿意支付所有费用?

37. Which company do you work for?

您为哪个公司工作?

38. You'll have to send us a deposit of 1000 Yuan RMB.

您需要寄给我们 1000 元人民币的押金。



VI. About Cost

关于费用

39. For a single room the price would be 400 Yuan RMB.
单人房的价格是 400 元人民币。
40. A double room costs 550 Yuan RMB.
一间双人房价格是 550 元人民币。
41. Breakfast is also included.
早餐也包括在内。
42. The total cost would be 1800 Yuan RMB.
全部费用是 1800 元人民币。
43. The rate includes three full meals.
此价格包括三顿正餐。
44. We'll give you 10 percent off.
我们可以给您打九折。
45. I can give you 15 percent discount.
我可以给您 15% 的折扣。

VII. About Arrival Date and Time

关于抵达日期和时间

46. What time will you be arriving?
您将何时到达?
47. Will you be arriving before 8 a. m. ?
您是在上午 8 点前到达吗?
48. Will you be arriving after 4 p. m?
您是在下午 4 点之后到达吗?



49. Will you be coming by plane?
您将乘飞机来吗?
50. Could you give me your flight number, please, in case the plane is late?
请问您的航班号是多少,以防出现飞机晚点的情况?
51. Could I have the flight number and arrival time?
请将您的航班号和到达时间告诉我,好吗?

VIII. About Guests' Name and Address

关于客人姓名和联系地址

52. Could you give me your name, please?
请问您贵姓?
53. May I have your name and initials, please?
请问您的姓名和名字的首写字母是什么?
54. Who's the reservation for?
您为谁预订房间?
55. What's your address, please?
请告诉我您的地址,好吗?

IX. Confirming a Reservation

预订确认

56. Your reservation is confirmed.
您的预订被确认了。
57. You can have the room then.
届时您可以入住预订的房间。



58. We have single rooms available on those dates.

那几天我们有空闲的单人房。

59. I can book you a double room for the 16th and 17th.

我可以为您在 16、17 日订一个双人房。

X. The Reservation Is Not Confirmed

预订没有被确认

60. We don't have any single rooms available. Would you mind a double room instead?

我们没有单人房了, 双人房行吗?

61. I cannot let you have one on the fourth floor.

我无法在四楼为您安排一间房。

62. Unfortunately, we're fully booked for the 25th, but we can guarantee you a room for the 26th.

很遗憾, 25 号那天房间全部订满, 但 26 号我可以保证为您留一间房。

63. I'm sorry, I can't book you a room for the 7th and 8th.

对不起, 我无法为您订 7 号和 8 号的房间。

64. We're booked solid for all kinds of rooms on that night.

那天所有的客房全部订满。

65. If there isn't any room, we can get you on a waiting list or we can find you a room in another hotel.

如没有空房间, 我们可以记下您的名字, 一旦有空房间就给您安排, 或者为您在其他饭店找个房间。

66. This is the busiest season. I'm very sorry, but could you call us again later this week? We may have a cancellation.



现在是旅游旺季,很抱歉,请您在这周后几天再打电话过来好吗?也许会有人取消预订。

67. Is it possible for you to change your reservation date? We do have rooms available on the following day.

您可以改变您的预订日期吗?我们第二天就有空房了。

XI. About the Hotel

关于酒店情况

68. Our hotel is a 4-star hotel with good reputation.

我们是一家信誉良好的四星级酒店。

69. Our hotel is beautifully situated.

我们酒店环境优美。

70. Our hotel is located in the center of the city.

我们饭店位于市中心。

71. Our hotel is close to the business district.

我们饭店靠近商业区。

72. Our hotel is near the downtown area.

我们饭店告诉市区繁华地带。

73. It takes only 15 minutes' drive from our hotel to the airport.

从我们饭店开车去机场只需 15 分钟。

74. Our hotel is conveniently situated, only minutes from banks, shopping centers and major attractions.

我们饭店地理位置优越,靠近银行、商场和主要景点。

75. Our hotel is very modern and comfortable.

我们酒店服务设施先进,环境舒适。



76. There are 500 rooms in our hotel.

我们酒店有 500 间客房。

77. We offer baby-sitting service.

我们提供保姆服务。

78. No guests are allowed to bring pets or animals into the hotel.

客人不得携带宠物或其他动物进入饭店。

79. Our hotel faces the sea.

我们饭店面朝大海。

80. You can have a bird's-eye view of the city on the top of our hotel.

在我们饭店顶楼您可以鸟瞰整个城市。

81. You can overlook a beautiful park in your room.

在房间您就可以看到一个美丽的公园。

XII. Looking Forward to Guests' Arrival

期待客人的到来

82. We look forward to seeing you.

我们恭候您的光临。

83. We'll be expecting you next Monday.

我们下星期一见。