

旅游饭店英语等级考试(参考用书)

HOTEL

# 旅游饭店 职业英语

高级

HOTEL ENGLISH

ENGLISH

北京市旅游局岗位职务培训指导委员会 编

旅游教育出版社

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## 前 言

2008年北京奥运会的召开,对旅游饭店从业人员的英语水平提出了更高的要求。为适应新形势的需求,北京市旅游局岗位职务培训指导委员会组织有关专家重新修订了《北京市旅游饭店英语等级考试大纲》,并按照新大纲编写了这套“旅游饭店英语等级考试参考用书”。

本套教材分为《旅游饭店职业英语》初级、中级和高级三本。在编写过程中,充分吸取了以往相关教材的编写经验,紧贴饭店工作实际,每个对话和练习都注意选择饭店工作中最真实、最常用的场景,具有很强的实用性,有助于提高学习者实际应用语言的能力。另外,结合饭店业从业人员的职业特点以及员工应具备的基本语言交际能力,将功能训练与情景对话结合,注重交际技能的训练,单元教学和练习内容尽量模拟饭店一线员工工作中与客人真实对话的情景,增强了趣味性,有助于提高学习者的语言交际能力。

本套教材的内容和北京市旅游饭店英语等级考试紧密结合,针对性强,既适用于旅游院校的专业英语教学,也适用于饭店在职员工的英语培训,又可作为参加饭店英语等级考试人员的自学教材。

**※旅游饭店职业英语(高级)※**

本套教材的初、中级部分由刘海霞担任主编,王瑾、孙雪莲、姚蕾负责初级的具体编写工作,王鲜云、张启伦、韩宁负责中级的具体编写工作。另外,史慧洁为初级本提供了部分插图。

本套教材高级部分由张迅和张延共同担任主编。其中张迅负责第1单元至第7单元的编写工作,张延负责第8单元至第14单元及课文译文、练习答案和词汇表的编写工作。

本套教材在编写和审订过程中,得到了旅游教育出版社、浙江财经学院外国语学院、浙江工商大学旅游学院及首都旅游集团、北京中国大饭店、北京凯宾斯基饭店、北京长安戴斯大饭店、北京京伦饭店、北京京瑞温泉国际酒店的帮助,北京市振华旅游学校校长王东也对本教材的编写给予了大力的支持,在此表示真诚的感谢。

由于时间仓促,本套教材若有不足之处,恳请广大读者批评指正。

北京市旅游局岗位职务培训指导委员会  
2005年9月

# 目 录

## Everyday Work

### 日常工作篇

Unit One	Business Reservation Service	
	商务预订服务 .....	3
Unit Two	VIP Check-in Service	
	贵宾入住服务 .....	24
Unit Three	Maid Service	
	客房服务 .....	46
Unit Four	Food & Beverage Service	
	餐饮服务 .....	67
Unit Five	Business Service	
	商务服务 .....	90
Unit Six	Other Services	
	其他服务 .....	110
Unit Seven	Checkout Service	
	结账服务 .....	134

**Handling Complaints**

**投诉处理篇**

Unit Eight	Settling Complaints about Hotel Facilities	
	对饭店设施投诉的处理 .....	159
Unit Nine	Handling Complaints about Service	
	对服务行为投诉的处理 .....	184

**Meeting and Marketing**

**会议及市场营销篇**

Unit Ten	Convention Speech and Report	
	会议发言及报告 .....	209
Unit Eleven	Advertising and Marketing	
	广告宣传及市场营销 .....	232

**Practical Writing**

**实用写作篇**

Unit Twelve	Writing in Everyday Work	
	日常工作写作 .....	255
Unit Thirteen	Business Letters	
	商业信函 .....	286
Unit Fourteen	Contracts and Agreements	
	合同与协议 .....	308





Texts Translation

课文译文 ..... 335

Exercise Keys

练习答案 ..... 374

Glossary

词汇表(高级) ..... 394

Reference

参考文献 ..... 423

# Everyday Work

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## 日常工作篇





## Unit One

### Business Reservation Service

### 商务预订服务



- ◆ Individual Reservation
- ◆ Group Reservation
- ◆ VIP Reservation

## Situational Conversation

### **Conversation 1**

#### **An Individual Reservation**

**Scene:** Mr.<sup>1</sup>Green and Mr. Johnson, two American executive managers of American Express Company are going to have their conference meeting in Beijing, China. Now Mr. Green is calling to make a reservation at the Great Green International Hotel in Beijing.

(R: Reservation Clerk; G: Guest)

R: Great Green International Hotel. Reservation Desk. Can I help you?

G: I'm calling from New York. I'd like to reserve two executive rooms<sup>2</sup> in your hotel.

R: What kind of executive room would you like, Sir? We have standard executive rooms and deluxe executive suites.

G: Do you have the IDD system<sup>3</sup> in standard executive rooms?

R: Yes, we have both IDD and DDD systems<sup>4</sup> in standard executive rooms.

G: Ok, I'll have two standard executive rooms then.

R: Would you like breakfast?

G: No, thanks.

R: Can you give me your name, please, Sir?

G: John Green. J-O-H-N G-R-E-E-N.

R: Thank you, Mr. Green. And your arrival and departure dates<sup>5</sup>?

G: From May 26<sup>th</sup> to May 29<sup>th</sup>.

R: Very well, Mr. Green, two standard executive rooms without breakfast from May 26<sup>th</sup> to May 29<sup>th</sup>. Am I correct, Mr. Green?

G: Yes, thank you. One more thing, could you tell me how to guarantee<sup>6</sup> my reservation?

R: I'll just need your credit card number, and I'll take care of the rest.

G: Master Card. No. 1734 4018 5576 1868.

R: Thank you, Mr. Green. We'll be expecting you.

G: That's fine. Thank you. Good-bye.

R: Good-bye.

## Notes

1. Mr. 是先生的尊称, Mrs. 是夫人的尊称, 对不明婚否的女子称 Ms, 小姐称 Miss, 对不相识者的尊称是 Sir, Ma'am, Miss。注意: Mr. 及 Mrs. 后面一般有姓氏相随。
2. *executive room* 行政客房  
standard executive rooms 标准行政客房  
deluxe executive suites 豪华行政套房
3. *IDD system (international direct dial)*  
国际直拨系统
4. *DDD system (domestic direct dial)*  
国内直拨系统
5. *arrival and departure dates* 入住和离店日期
6. *guarantee* /ˈɡærən'ti:/ v. 保证 n. 保证金

## Conversation 2

### A Group Reservation

**Scene:** *The telephone rings. The clerk answers the phone.*

(C: Clerk; G: Guest)

C: Great Green Hotel. May I help you?

G: Yes. The English Education Delegation will be visiting Beijing at the end of July. I'd like to reserve 10 double rooms with twin beds for six days.

C: OK. Which dates will they be in Beijing?

G: They will be here from July 24<sup>th</sup> to 30<sup>th</sup>.

C: I see. Please wait a moment, Ma'am.

(*The clerk checks the reservation list.*)

Yes, we can confirm 10 double rooms for six days, July 24<sup>th</sup> to 30<sup>th</sup>.

G: Thank you. Is there a special rate for a group reservation?<sup>1</sup>

C: Yes, there's a 10 percent discount.<sup>2</sup>

G: That's fine.

C: By the way, how will they be getting to Beijing? Will they be coming by air?<sup>3</sup>

G: Yes.

C: Could you give me the flight number<sup>4</sup>, please, in case the plane is late?

G: Sorry. I don't know the flight number, but I'll let you know by phone tomorrow.

C: Thanks a lot, Ma'am.

G: Oh, yes. According to the program, they'll have a meet-

ing for three days from July 25<sup>th</sup> to 27<sup>th</sup>. Have you got a big multi-function conference hall<sup>5</sup> and coffee lounges<sup>6</sup>?

C: Yes, Ma'am, we have a very nice multi-function hall, but you'd better confirm that tomorrow.<sup>7</sup> Furthermore, we have a 24-hour coffee lounge.

G: One more thing, we have a handicapped<sup>8</sup> person; do you have any special room for him?

C: Yes, we have special rooms for the disabled; they are equipped with special facilities<sup>9</sup>.

G: That's very good. Thank you. Bye.

C: You're welcome. Goodbye.

## Notes

1. *Is there a special rate for a group reservation?*  
团体预订有优惠价格吗?
2. *There is a 10 percent discount.* 有 9 折的优惠。  
也可以说: You can have 10 percent off.
3. *By the way, how will they be getting to Beijing?*  
*Will they be coming by air?*  
顺便问一下,他们将如何抵达北京? 坐飞机来吗?  
类似表达法:  
*Will they be coming by plane/by train/by bus/by sea?* 他们将坐飞机/火车/汽车/轮船来吗?
4. *Could you give me the flight number?*  
您能告诉我航班号吗?
5. *multi-function conference hall*  
多功能会议厅



6. *coffee lounge* 咖啡厅

7. *You'd better confirm that tomorrow.*

您最好明天确认一下。

8. *handicapped* /'hændikæpt/ *adj.* 残疾的

9. *facility* /fə'siliti/ *n. (pl.)* 设施

### Conversation 3

#### Changing the Reservation

**Scene:** *The telephone rings. The clerk answers the phone.*

(C: Clerk; G: Guest)

C: Beijing Dragon Hotel. Good afternoon.

G: Good afternoon. We have booked<sup>1</sup> two rooms from July 24<sup>th</sup> to 30<sup>th</sup>, but the plan has been changed, so we have to change the reservation.

C: I see. May I have your name?

G: Bruce Lee.

C: Please wait a moment, Mr. Lee. I'll have to check the computer records.<sup>2</sup> Well, here it is: Bruce Lee, reservation from July 24<sup>th</sup> to 30<sup>th</sup>, two double rooms. Correct?

G: Yes. May I change the reservation then?

C: Don't worry, Mr. Lee. Could you please tell me when you'll get to our hotel?

G: Because the flight<sup>3</sup> has been changed, I'll get to your hotel on the 26<sup>th</sup>.

C: Ok, I'll replace the check-in date with the 26<sup>th</sup>, with two double rooms.