

旅游饭店英语等级考试 参考用书

HOTEL

# 旅游饭店 职业英语

中级

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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## **《旅游饭店职业英语》(高级)编写人员**

**主 编:** 张 迅 张 延

## 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(中级)※**

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

Unit One	Room Reservation	
	房间预订 .....	1
Unit Two	Concierge Service	
	礼宾服务 .....	17
Unit Three	Check-in	
	登记入住 .....	35
Unit Four	Reception Desk	
	总台服务 .....	53
Unit Five	Housekeeping	
	客房服务 .....	69
Unit Six	Operator	
	总机服务 .....	85
Unit Seven	Food & Beverage	
	餐饮服务 .....	101
Unit Eight	Bar Service	
	酒吧服务 .....	117
Unit Nine	Business Center ( I )	
	商务中心( I ) .....	131

**※旅游饭店职业英语(中级)※**

Unit Ten	Business Center ( II )	
	商务中心 ( II ) .....	145
Unit Eleven	Health & Recreation ( I )	
	康体中心 ( I ) .....	163
Unit Twelve	Health & Recreation ( II )	
	康体中心 ( II ) .....	179
Unit Thirteen	Shopping Service	
	购物服务 .....	193
Unit Fourteen	Convention Service	
	会议服务 .....	209
Unit Fifteen	Other Services	
	其他服务 .....	227
Unit Sixteen	Checkout	
	结账服务 .....	241
Key to the Exercises		
练习答案 .....		255
Tape Script		
录音资料 .....		261
Glossary		
词汇表 .....		279



## Unit One Room Reservation 房间预订



### Basic Procedures

- ◆ Greet the guest
- ◆ Ask about reservation information
  - Date of arrival and departure
  - Room types
  - Name
  - Address
  - Telephone number
- ◆ Confirm the reservation

## Situational Conversations

### **Conversation 1**

#### **FIT Reservation<sup>1</sup>**

(R: Reservation Clerk; G: Guest)

R: Good morning, Friendship Hotel. Room Reservation. May I help you?

G: Yes, I'd like to reserve a double room<sup>2</sup> from the 4<sup>th</sup> to the 6<sup>th</sup> of July.

R: One moment, please... Yes, Sir, we have a room available.

G: What's the room rate per night?

R: 165 US dollars. Will that be all right?<sup>3</sup>

G: Yes, that will be fine.

R: May I have your name and telephone number?

G: Sure. My name is Mr. Hibbard. That's H-i-b-b-a-r-d. My telephone number is 0044-0253-720299.

R: Thank you, Mr. Hibbard. You've reserved a double room from the 4<sup>th</sup> to the 6<sup>th</sup> of July, and the telephone number is 0044-0253-720299.

G: Yes, that's right. Thank you.

R: It's my pleasure.<sup>4</sup> We look forward to your arrival.<sup>5</sup>

## Conversation 2

### Group Reservation<sup>6</sup>

(R: Reservation Clerk; G: Guest)

R: Good afternoon. Yellow Dragon Hotel. Can I help you?

G: Yes, a group of American scholars will be attending a Tourism Symposium next month in Beijing. I want to reserve 5 double rooms for them.

R: For when, Sir?<sup>7</sup>

G: From July 14<sup>th</sup> to 16<sup>th</sup>.

R: Just a moment, please. Let me check the reservation list<sup>8</sup>. Yes, we can reserve 5 double rooms for you for those dates.

G: Thank you very much. Is there any discount for group reservation?<sup>9</sup>

R: Yes, we have a special rate for group reservation. We'll give you 10% off.<sup>10</sup>

G: That's great! I confirm the reservation then.<sup>11</sup> My name is Wang Qiang.

R: All right. Mr. Wang, 5 double rooms from July 14<sup>th</sup> to 16<sup>th</sup>.

G: That's right. Thank you.

### Conversation 3

#### Changing a Reservation

(R: Reservation Clerk; G: Guest)

R: Great Wall Hotel. Room Reservation. Can I help you?

G: Yes, this is Anne calling from London. I've gotten into trouble,<sup>12</sup> you know. I reserved a room at your hotel for July 4<sup>th</sup>, 5<sup>th</sup> and 6<sup>th</sup>, but since the trade negotiation has been postponed until July 15<sup>th</sup>, 16<sup>th</sup> and 17<sup>th</sup>, I have to change the dates of the reservation.<sup>13</sup>

R: How did you make the reservation, Miss?

G: By E-mail, a week ago.

R: Your name, please?

G: Anne Butler.

R: Anne Butler. Yes, here we are. A single room, your reservation is guaranteed by your credit card.<sup>14</sup>

G: Right. Do you think it's possible for me to do so?<sup>15</sup>

R: Let me see. . . Yes, we have a room available.

G: Thank you very much.

R: It's my pleasure. Good-bye.

## Word list

1. room reservation 客房预订
2. reservation clerk /rezə'veɪʃən klɜ:k/ *n.* 预订员
3. a group of /gru:p/ 一群, 一组
4. room rate 房价
5. scholar /'skɒlə/ *n.* 学者
6. tourism /'tuərizəm/ *n.* 旅游
7. symposium /sim'pəʊziəm/ *n.* 研讨会
8. discount /'diskaunt/ *n.* 折扣
9. special rate 特价
10. confirm /kən'fɜ:m/ *v.* 确认
11. trade negotiation /treɪd ni:ɡəʊʃi'eɪʃən/  
贸易谈判
12. postpone /pəʊst'pəʊn/ *v.* 推延
13. guarantee /ˌɡærə'ti:/  
*v.* 保证, 确保; 为……提供保障

## Notes

### 1. FIT Reservation

FIT 是“frequent individual traveler”的缩写,  
意思是“散客预订”。

### 2. I'd like to reserve a double room

我想预订一个双人间

饭店通常有以下类型的房间供客人选择: 单人间(single room)、双人间(double room)、

套房(suite)和豪华套房(deluxe suite);其他类型的客房还有:三人间(triple room)、家庭套房(family suite)、总统套房(presidential suite)、有两张单人床的双人间(double room with twin beds)等。

3. *Will that be all right?*

您觉着(这个价格)可以吗?

4. *It's my pleasure.* 乐意为您效劳。

5. *We look forward to your arrival.*

我们期盼您的到来。

6. *group reservation* 团体预订

7. *For when, Sir?* 什么时间,先生?

8. *Let me check the reservation list.*

我查一下预订单。

9. *Is there any discount for group reservation?* 团体预订打折吗?

10. *We'll give you 10% off.* 我们给您打九折。

11. *I confirm the reservation then.*

那我要确认预订。

12. *I've gotten into trouble.* 我遇到麻烦了。

13. *I have to change the dates of the reservation.* 我不得不改变预订的日期。

14. *Your reservation is guaranteed by your credit card.* 您的预订是用信用卡担保的。

15. *Do you think it's possible for me to do so?*

本句话直译应为：“您觉得我能这么做吗？”

在本对话中的意思是：“你看我能更改预订时间吗？”

## **Useful Expressions**

### ***Offering Help***

1. Can/May I help you?
2. What can I do for you?
3. How may I help you?

### ***Making a reservation***

1. I'd like to reserve a room from ... to ... , please.
2. Do you have a room free/available from ... to ... ?
3. Could you let us have a double room for ... , please?
4. I'm going to reserve a suite from ... to ... , please.
5. I wonder if you could reserve me a single room with bath.

### ***Finding out What the Guest Needs***

1. How long do you intend to stay?
2. For what dates, please?
3. When for, please?
4. Is it just for tonight?
5. What date will that be?
6. How many people are there in your group?
7. Would you prefer a room with a front or a rear view?

8. Would a double room do?
9. Could I suggest a double room?

***Giving Information about Room Rates***

1. What sort of price do you want to pay?
2. That includes a telephone, a major international newspaper and a mini-bar.
3. Breakfast isn't included in the room rate.
4. Children under 12 are charged half the price.
5. There is a 15 percent deduction for a group reservation.

***Accepting a Reservation***

1. We do have one room free for those days.
2. Yes, we have a double room available from... to...
3. We can confirm a room for you from... to...
4. We can reserve a mini-suite for you for those days.

***Refusing a Booking***

1. Sorry, we're fully booked for those days.
2. Sorry, we won't be able to guarantee you 3 connecting rooms from... to...
3. Sorry, we don't have any vacancy(空房) for...
4. Sorry, we're booked solid. But we can recommend(推荐) another hotel for you if you like.

***Advance Information on Payment***

1. How are you going to pay?
2. My company will cover all the expenses(费用).



3. You should pay a deposit of 1,000 US dollars in advance(提前).
4. Please keep this receipt for check-in.

### ***Revising a Reservation***

1. I've come to revise the reservation.
2. How would you like to change it?
3. You mean you'll cancel(取消) your previous(先前的) reservation?
4. I'd like to upgrade(升级) to a suite if one is available.

## **Supplementary Reading**

Hotel reservations are usually confirmed by phone; however, in the case of a reservation abroad, or one that requires complex instructions, it is wise to request written confirmation. Repeat the details of the agreement, so your reader can respond to any misunderstandings that may have arisen. Clarify or amend the terms of your agreement if necessary.

To guarantee your room reservation, a credit card guarantee or a deposit is required. In case of a credit card guarantee, you will receive a definite confirmation. In case of a deposit, the hotel will send you a provisional confirmation.