

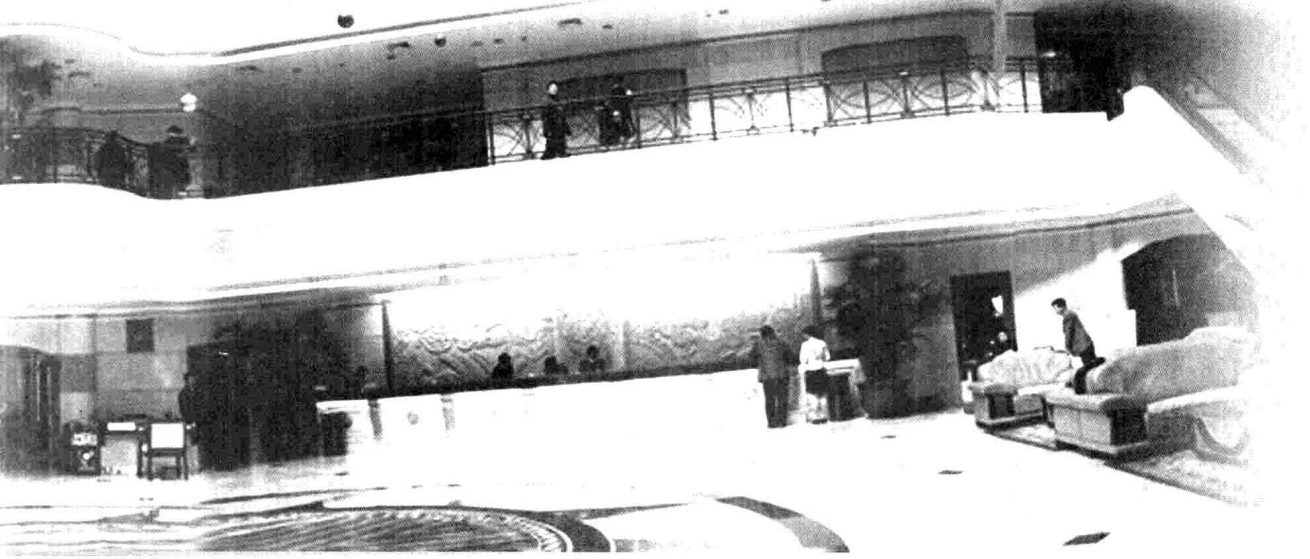
HOTEL ENGLISH & ETIQUETTE

宾馆英语与礼仪

余晓云 著



云南大学出版社




HOTEL ENGLISH &

ETIQUETTE

宾馆英语与礼

藏书章

余晓云 著

 云南大学出版社

图书在版编目 (C I P) 数据

宾馆英语与礼仪 =Hotel English & Etiquette/ 余晓云
著.—昆明:云南大学出版社,2008
ISBN 978-7-81112-568-9

I.宾… II.余… III.①宾馆—商业服务—英语—教材
②宾馆—商业服务—礼仪—英语—教材 IV.H31

中国版本图书馆 CIP 数据核字(2008)第 044682 号

宾馆英语与礼仪

Hotel English & Etiquette

余晓云 著

策划编辑:蔡红华

责任编辑:李兴和 史明舒

封面设计:凡翠平

出版发行:云南大学出版社

印 装:楚雄师范学院印刷厂

开 本:787mm×1092mm 1/16

印 张:7.625

字 数:147 千

版 次:2008 年 4 月第 1 版

印 次:2008 年 4 月第 1 次印刷

书 号:ISBN 978-7-81112-568-9

定 价:22.00 元

地 址:昆明市一二·一大街云南大学英华园内(邮编:650091)

发行电话:0871—5031071 5033244

网 址:<http://www.ynup.com>

E-mail: market@ynup.com

Preface

Hotel English & Etiquette is a training course. It is written for trainees who want to study and practise hotel service and etiquette. It contains eight instructional units. Each unit has four supporting parts.

Firstly, Brain Storm 1 presents information and ideas about the service of the related hotel section. The goal of this part is to prepare trainees to learn about the concepts of hotel services.

Secondly, Brain Storm 2 presents the statement related to the etiquette required in the service of each hotel section. The goal of this part is to remind and encourage trainees to see the significance of manners and attitude in the hotel services.

Thirdly, Practical Conversations provide situational dialogues in each hotel section. The conversations prepare trainees to practise and improve the skill in serving people in English.

Fourthly, Tasks assist trainees in ensuring what has been covered and what else should be taken care of. It contains a feedback evaluation to be completed at the end of the study of each unit.

Hotel English & Etiquette emphasizes the need for English language practice. Besides using English, trainees also are expected to improve their:

- ▶ Communicative ability;
- ▶ Expressive ability;
- ▶ Interactive ability;
- ▶ Imaginative ability and;
- ▶ Creative ability.

How to Use the Book

It is not intended that you work through the book from beginning to end. Every trainee has different problems and should use this book in accordance with their own needs.

It is suggested that you work in this way:

- ▶ use the contents to find the unit which deals with the point you are interested in;
- ▶ set up your own workshop to put the book into practice;
- ▶ give a presentation to report your learning from working with others;
- ▶ practise managing your hotel workshop.

At the beginning of the course, *Hotel English & Etiquette* will help you warm up with these questions:

Why should we learn?

Why should we team up?

Why should we seek to be self-confident?

Why should we set up our own “hotel workshop”?

Why should we have a serving heart?

How do we learn?

How do we team up?

How do we work together?

How do we build each other's self-esteem?

How do we communicate with self-confidence?

How do we get rid of all learning barriers?

Acknowledgements

I want to acknowledge my respected professor, Dr. Buzz Brookman and his wife Pat Brookman; my cordial friends Monica Grubb, Kim Johnson, Scott Merrifield and Judi Merrifield, Yuri Marugata for their encouragement that make this book come into being.

I want to give thanks especially to my friends Miss Dinae Hoem, Dr. Faith Gordon and Mr. Opata Christian for their help in proofreading the draft.

I also want to thank my students who took the course, went through every unit, experienced all required presentations, shared their learning and kept inspiring me to write this textbook for people who want to learn hotel English and etiquette, tour English, communicative English and situational English.

CONTENTS

Preface	(1)
How to Use the Book	(2)
Acknowledgements	(3)
Hotel	(1)
Hotel English	(4)
Etiquette	(10)
Unit One Front Desk Services & Etiquette	(11)
Unit Two Housekeeping Services & Etiquette	(30)
Unit Three Restaurant Services and Etiquette	(40)
Unit Four Laundry Services and Etiquette	(51)
Unit Five Souvenir Store Services and Etiquette	(65)
Unit Six Recreation & Fitness Center Services and Etiquette	(78)
Unit Seven Business Center Services and Etiquette	(89)
Unit Eight Tourism Desk Services and Etiquette	(103)

Hotel

A hotel is an establishment that provides paid lodging①, usually on a short-term basis. Hotels often provide a number of additional guest services such as a restaurant②, laundry③, souvenir shopping④, recreation and fitness center⑤, business center⑥ and tourism desk⑦ etc.

① Lodging is a type of accommodation. People who travel and stay away from home for more than a day need lodging mainly for sleeping. Other purposes are safety, shelter from cold and rain, having a place to store luggage and being able to take a shower.

② The restaurant is an eating place, a place where meals and drinks are sold and served to guests or customers. Well-run hotels play an influencing part in introducing restaurant culture to the rest of catering industry. The luxurious hotels with their grand entrance lobbies and fancy dining rooms impress guests and entertain them with delicious food.

③ The laundry is a place where clothes, pants, coats, shirts and dress can be cleaned and ironed. The laundry in a hotel brings guests convenience and the possibility of taking lighter luggage for a trip.

④ Souvenirs are things bought or kept as a reminder of a place or occasion. Guests who get time to go to the shopping centre as well as those guests that have busy schedules have a chance to purchase

Hotel English and Etiquette

souvenirs for their family or friends if hotels provide a store with suitable and attractive souvenirs.

⑤ The recreation and fitness center is a place for guests to exercise and relax. Grand hotels usually provide activities such as swimming, bowling, gymnasium, sauna or massage. It provides guests with another service to increase the comfort of their stay at the hotel.

⑥ The business center is a place where guests can make phone calls, send faxes, make photocopies, write emails, reserve conference halls or reserved rooms to hold parties in a hotel.

⑦ The tourism desk is a place where guests can ask for information about the local places to visit. Brochures and map about the interesting sites and the related cultures, events and local festivals are exhibited and can be purchased.

What does a hotel do? The following characteristics also give some basic ideas about the business, services and the organization related to hotel:

- ▲ hotels main functions are to rent rooms;
- ▲ hotels are different in size from under 50 rooms to over 1000;
- ▲ hotels are located in the city-centers, in the countryside, by tour resorts, near highways;
- ▲ hotels provide exhibition halls, reference centers;
- ▲ hotels vary in type, some offer only rooms, while others have coffee shops, restaurants, swimming pools, saunas, massages facilities, business centers, recreation and fitness centers, souvenir stores.

Everyone understands that customers want superior service and that better service leads to better profits. Understanding it is one thing but doing it is another. Here is a simple recipe for hotel managers that

care about good service:

► Remember who you are!

You need to create a successful strategy for a certain market and stick to it. Then you need to ensure that everyone who works in the hotel understands what he/she is selling and whom he/she wants to sell it to.

► Encourage every employee!

Encourage every employee to act like a manager. A manager knows the need for repeat business, while an employee may not fully grasp this concept. Service-oriented hotels motivate, train and empower their employees to act like they are owners of the business. They are empowered to solve minor problems. They should only seek the assistance of the general manager should a serious problem arise.

Hotel English

Hotel English as the name itself suggests is English that one hears, reads, speaks or writes while serving at the different posts of a hotel. Working in high-level hotels and coming across many types of travelers is quite common. Some are business guests, others are tourists or visitors. Many will speak a different language other than your own. Nevertheless, there are plenty of chances for your guests to speak English if your workshop is set up as a star-rated hotel. If you are serving at a star-rated hotel, you need to learn to speak politely to guests in English. You need to understand the guests' requests and help them accordingly. You need to be able to read or even write some English to provide a better service. Whether your job is to take reservations or clean the hotel rooms, it is important to learn relevant English words and expressions for serving guests.

Hearing guests and understanding what they request is quite a challenge if your English is limited. Guests speak differently with American English, British English, Singaporean English, Indian English, Korean English or Japanese English. Knowing the services of hotels will be helpful for you to understand guests better.

Speaking English in hotels consists mostly of replying to guests' questions. It is polite to reply to what has been requested. Say "Hello",

or “Good morning/afternoon/evening” when you meet guests in passing.

When learning hotel English, you are expected to become familiar with the terms of the following hotel sections and facilities and learn to say them clearly:

Front Desk

- ▲ lobby
- ▲ front desk
- ▲ information desk
- ▲ cashier
- ▲ luggage store
- ▲ hotel safe
- ▲ check-in
- ▲ check-out
- ▲ couch
- ▲ tea or coffee bar

Housekeeping

- ▲ central-control air-conditioner
- ▲ color TV
- ▲ channel control
- ▲ telephone
- ▲ curtains, double curtains
- ▲ refrigerator
- ▲ bathroom
- ▲ hot water
- ▲ disinfected towels & glasses
- ▲ tooth brush
- ▲ tooth paste
- ▲ toilet soap

Hotel English and Etiquette

- ▲ body lotion
- ▲ shampoo
- ▲ hair conditioner
- ▲ comb
- ▲ toilet paper
- ▲ bed
- ▲ mattress
- ▲ closet
- ▲ dressing table
- ▲ hair dryer
- ▲ ceiling light
- ▲ bedside lamp
- ▲ electrical water heater/kettle
- ▲ tea bags
- ▲ cups and saucer
- ▲ blanket
- ▲ quilt or blanket
- ▲ carpet
- ▲ vacuum
- ▲ service book

Restaurant

- ▲ table
- ▲ chair
- ▲ menu
- ▲ meal time
- ▲ meat
- ▲ vegetables
- ▲ main course

- ▲ dessert
- ▲ Chinese food
- ▲ western food
- ▲ drinks
- ▲ plate
- ▲ bowl
- ▲ knife and fork
- ▲ chopsticks
- ▲ spoon

Laundry

- ▲ laundry list
- ▲ cleaning
- ▲ ironing
- ▲ hand washing
- ▲ machine washing
- ▲ dry cleaning
- ▲ fabric
- ▲ cotton
- ▲ silk
- ▲ nylon
- ▲ wool

Souvenir Store

- ▲ souvenir
- ▲ cash
- ▲ traveler's check
- ▲ credit card
- ▲ Visa card

Hotel English and Etiquette

- ▲ Master card
- ▲ American Express Card
- ▲ local handicraft
- ▲ painting
- ▲ kite
- ▲ bottle
- ▲ notebook
- ▲ postcard
- ▲ stamp
- ▲ tour book
- ▲ T-shirt
- ▲ spoon
- ▲ chopsticks

Recreation & Fitness Center

- ▲ bowling
- ▲ tennis
- ▲ sauna
- ▲ facial
- ▲ gymnasium
- ▲ billiards
- ▲ swimming pool
- ▲ massage
- ▲ running machine
- ▲ dumbbells
- ▲ weight lifting

Business Centre

- ▲ computer

- ▲ keyboard
- ▲ telephone
- ▲ photocopying machine
- ▲ printer
- ▲ fax machine
- ▲ skype
- ▲ web camera
- ▲ headset

Tourism Desk

- ▲ tour
- ▲ scenery
- ▲ brochure
- ▲ resort
- ▲ map
- ▲ guide

Etiquette

Etiquette is about presenting oneself with the kind of polish that shows you can be taken seriously. Etiquette is also about being comfortable around people and making them comfortable with you.

Successful hotels require presentation of hospitable manners.

This is what is required of qualified service personnel. When you recruit new people they usually don't know what is expected of them and may be inadequate in performing hotel services. In order to provide good service, hiring people who have the right personalities will help a lot. As a matter of fact attitude is more important than skill. Skills that are learned on the job are often more easily upgraded than attitudes that employees bring with them.

Etiquette that should be observed in a hotel contain:

- ▲ always making eye contact with guests';
- ▲ always acknowledging guest with a hello/good morning/afternoon/evening and a smile;
- ▲ always say "thank you", "please", or "you're welcome";
- ▲ always be polite when serving customers;
- ▲ always answer guests and assist if possible in directing the guest to the right person or place.