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# 酒店管理英语

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# 前 言

近年来,酒店业在我国取得了长足的发展,且酒店在经营管理上早已突破传统的理念,其服务的范围、方式也朝多样化迈进,我国酒店业的硬件设施和人员培训也在向世界一流的经营目标靠近。与此同时,酒店业的经营管理和员工培训也面临着前所未有的挑战。特别是酒店业从业人员的英语水平还普遍不高,与世界酒店业发达国家从业者还存在着较大差距,为此,我们编写了《酒店管理英语》一书,希望能对提升酒店从业人员的英语交流能力有所帮助。

本教材强调实用性,关注在酒店运营中遇到的实际问题 and 解决方法。每个单元以一项酒店服务的流程为起点,详细介绍该部门的运营服务和相关的语言交流程序。每个章节从常用口语表达、句型练习、专业词语讲解、语篇阅读及口笔语练习出发向学习者提供了酒店英语常用的关键语句,读者还可以通过这些句型来拓展自己的语言广度。

在学习过程中,建议读者加大参与力度,通过扮演不同的角色,体会语言的应用,感受服务接受者和服务提供者的密切关系。

本书编写人员如下:第一章由徐京京、周美佳、戴祖娟共同编写,二至八章由徐京京编写,九至十五章由周美佳编写,十六至二十二章由戴祖娟编写;周昕负责校对和排版;宿荣江负责全书的审阅和定稿。

由于时间有限,书中不妥之处在所难免,望同行和读者指正。

编 者

2011 年 3 月于北京第二外国语学院

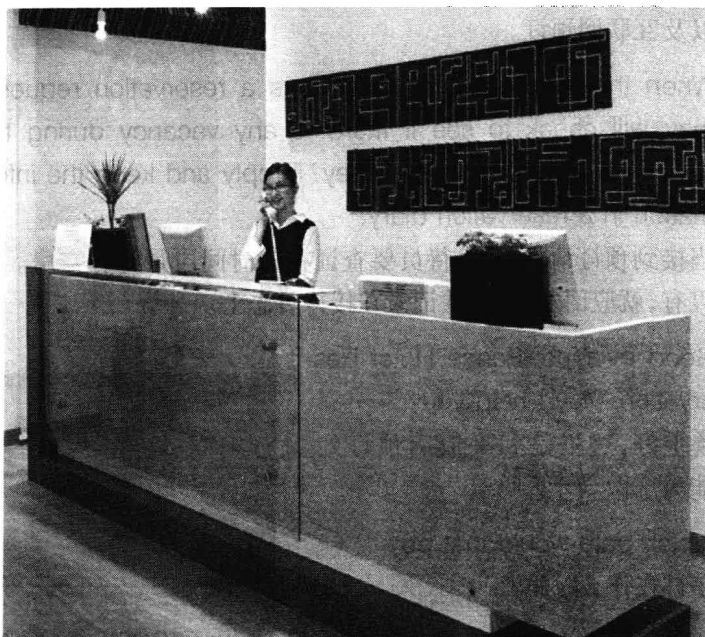
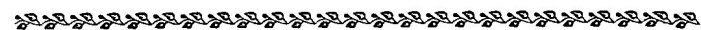
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## Unit 1 Reservation



### Sentence Patterns

1. The reservationists, who are part of the front office staff, work at the front desk in the lobby. They should provide information about available rooms in the hotel and accept reserva-

tions, cancellations, and offer confirmations.

接待员属于前厅员工,在酒店大堂的服务台工作。接待员负责向客人提供空房信息、受理预订、取消预订和确认预订。

2. There are many ways for guests to make reservations, such as by personal visit, mail, phone, fax or the Internet.

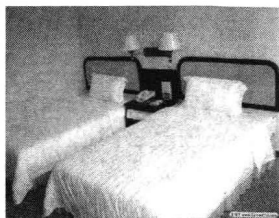
预订的方式有多种:亲自预订、邮件预订、电话预订、传真预订以及互联网预订。

3. When the front office staff receives a reservation request, they will check to see if there's any vacancy during the specified period. If there is, they'll reply and keep the information in a reservation diary.

当接到预订请求时,接待员要查证在该时间段是否有空房。如果有,就应回复客人,并记录在接待日志上。

4. Good evening. Peace Hotel Reservation. May I help you?

晚上好,这里是和平饭店预订处。  
能为您做点什么吗?



5. Which date would that be?  
要订在什么时候?

6. Have you got any vacancies for the nights of 12<sup>th</sup> and 13<sup>th</sup>?  
12, 13 号两天有空房吗?

7. How many nights do you wish to stay?  
您希望住几晚?

8. I'd like to book a single room with bath from the afternoon of October 5<sup>th</sup> to the morning of October 10<sup>th</sup>.  
我想订一个带洗澡间的单人房间,从10月5日下午到10月10日上午。

9. How many guests will there be in your party?  
您一行共多少位客人呢?
10. Is there any preferential rate for the party?  
团体预订是否有优惠呢?
11. We offer a 10% discount for group reservations.  
团队预订享受九折优惠。
12. I'd like a room with a sea view ( mountain view ).  
我要一间看得见海景( 山景) 的房间。
13. I'm afraid we have no twin rooms available, but we can offer you a double room.  
我们恐怕没有两张单人床房间了, 但是可以为您提供双人间。
14. A double room with a front view is 130 dollars per night, one with a rear view is 110 dollars per night.  
一间双人房朝阳面的每晚 130 美元, 背阴面的每晚 110 美元。
15. A single room is 300 dollars per night. There is also a 10% tax and a 10% service charge.  
单人房每晚 300 美元, 另外还要加算 10% 的税金和 10% 的服务费。
16. According to hotel regulations, the time limit for settling accounts is at noon. If a guest leaves his room between 12 noon and 6. pm, he must pay half a day's rent extra.  
饭店规定以中午 12 点为计算房金的时间界限, 超过 12 点要加收半天房费。
17. This is the busiest season. I'm very sorry, but could you call us again later on this week? We may have a cancella-



tion.

现在是旺季。非常抱歉,但是能不能请您这个周末打电话过来,可能会有人取消预约。

18. Can you book me into another hotel in the area?

可不可以替我在当地预订另一家饭店呢?

19. What time do you expect to arrive?

您预计什么时候抵达?



20. I'd like to confirm your reservation.

我要再确定一下您的预约。

21. We will need an advance deposit by bank draft or in cash before the reservation date.

您必须在预约日之前,预先送来银行汇票或现金作为定金。

22. Do you accept VISA?

可以用维萨信用卡吗?

23. Could I take your name and contact number, please?

您能留下姓名和电话号码吗?

24. I'd like to cancel a reservation because the travel schedule has been changed.

我想取消已经预订的房间,因为旅行计划有所改变。

## Professional Terms

1. **adjoining room** 相邻接的房间
2. **apartment hotel** 公寓饭店
3. **available** 可用的
4. **average comfort** 三星(酒店的星级)
5. **bank draft** 银行汇票
6. **business suite** 商务套间
7. **cancellation** 取消
8. **commercial hotel** 商务饭店
9. **connecting rooms** 连接套间
10. **cot** 婴儿床
11. **credit arrangement** 信用协定
12. **day charge** 白天租用价
13. **deluxe suite** 豪华套间
14. **discount rate** 折扣价
15. **double bed** 双人床
16. **double room** 双人房间
17. **duplex suite** 复式套间
18. **economy** 一星(酒店的星级)
19. **extra charge** 追加房价
20. **family plan rate** 家庭租用价
21. **group rate** 团队价
22. **high comfort** 四星(酒店的星级)
23. **hold-room charge** 保留房价
24. **information desk** 问询处
25. **junior suite** 普通套间

26. king-size bed 特大号双人床  
27. luxury (5-star) 豪华(五星级)  
28. midnight charge 深夜房价  
29. presidential suite 总统套间  
30. procedure 手续、程序  
31. queen-size bed 大号双人床  
32. rate for extra bed 加床费  
33. resort hotel 旅游胜地饭店  
34. reservations clerk 受理预约的职员  
35. reservation desk 预订处  
36. room reservation 客房预约部  
37. room rate 房价  
38. single bed 单人床  
39. single room 单人房间  
40. some comfort 二星(酒店的星级)  
41. special rate 特价  
42. suite 套房  
43. studio bed 沙发床  
44. time rate 钟点价  
45. triple room 三人间  
46. twin beds 单人床两张  
47. twin room 双床间  
48. vacant room 空的房间



## Relevant Knowledge

### Advance Reservations<sup>①</sup>

The advance<sup>②</sup> reservationist belongs to the front office depart-

ment. The reservationist works at the front desk by the lobby. Dealing with advance reservations is probably one of the most important tasks a receptionist has to do. It is sometimes a difficult logistical task, for the reservationist has to sort out all the requests<sup>③</sup> for accommodation<sup>④</sup> to ensure that every request is dealt with, individual requirements are catered for and no overbooking<sup>⑤</sup> occurs.



The job responsibility<sup>⑥</sup> of the reservationist includes<sup>⑦</sup> answering questions concerning<sup>⑧</sup> reservations, booking<sup>⑨</sup> and assigning<sup>⑩</sup> rooms for guests who request rooms in the hotel. It also includes taking reservations, cancellations and revisions<sup>⑪</sup>, and writing and sending out the hotel letters of confirmation<sup>⑫</sup>.



Reservations are received sometimes many months in advance and are therefore very good indicators of future levels of business. From these indicators, management can plan advertisement campaigns and special offers to coincide with those

times when trade looks slow and can also plan the efficient deployment<sup>⑬</sup> of staff and resources for busier times.

Reservations are received in many different forms—letters, telephone, fax, E-mail, in person—and it is the reception staff's duty to deal with them in a pleasant and efficient manner, taking care that the

legal position of the law of contract is adhered to. Advance bookings constitute an important responsibility on the part of the hotel, both in the legal and in the business sense.

Today e-mail reservation has become more popular because of the fast speed. Messages can be sent<sup>④</sup> and received<sup>⑤</sup> from one corner of the world to another in just one or two seconds' time. The hotel can confirm<sup>⑥</sup> a guest's booking immediately<sup>⑦</sup> with a reply<sup>⑧</sup> e-mail and the in-coming e-mail from the guest can be kept as the confirmation of the guest's booking. This saves much time and paperwork<sup>⑨</sup>.

A recent development in the hotel advance reservations business is the introduction of a computerized<sup>⑩</sup> reservation network linking the different hotels in a hotel chain with each other, with major airline seat reservation systems and with the computer terminals in the offices of important travel agencies. Thus the guest's reservation is very much facilitated. For now the guest can simply go to either a travel agency or an airline office or a hotel and have all his travel arrangements made.

The first thing a reservationist should do after receiving a reservation request is to check<sup>⑪</sup> the hotel's booking situation and see if the hotel has any vacancy<sup>⑫</sup> during the specified<sup>⑬</sup> period. If the hotel is able to accept<sup>⑭</sup> the booking, the reservationist would fill out a reservation form and record<sup>⑮</sup> the information<sup>⑯</sup> in a reservation diary<sup>⑰</sup>.

## 【注释】

- ①reservation *n.* 预订, 预约
- ②advance *adj.* 事先的, 预先的
- ③request *n.* 请求, 要求
- ④accommodation *n.* 住处, 膳宿
- ⑤overbooking *n.* 超额订房

- ⑥responsibility *n.* 责任, 职责
- ⑦include *v.* 包括, 包含
- ⑧concerning *prep.* 关于
- ⑨book *v.* 登记, 预订
- ⑩assign *v.* 分配, 指派
- ⑪revision *n.* 修订, 修改, 修正
- ⑫confirmation *n.* 证实, 确认, 批准
- ⑬deployment *n.* 部署, 调度
- ⑭send *v.* 送, 寄; 派遣
- ⑮receive *v.* 收到, 接收; 接待
- ⑯confirm *v.* 确定; 批准; 使有效
- ⑰immediately *adv.* 立即, 马上; 直接地
- ⑱reply *n.* 答复, 回答
- ⑲paperwork *n.* 文书工作; 全部文件
- ⑳computerized *adj.* 使用电脑的, 电脑化了的
- ㉑check *v.* 检查, 核实
- ㉒vacancy *n.* 空, 空白; 空缺; 空闲
- ㉓specified *adj.* 具体指定的, 详细指明的
- ㉔accept *v.* 接受, 认可
- ㉕record *v.* 记录, 录制
- ㉖information *n.* 信息, 消息; 通知; 报告
- ㉗diary *n.* 日记, 记事簿

## Reading Materials

### Reservation Systems

Practically every hotel will have its own version<sup>①</sup> for recording

reservations, which will be dictated<sup>②</sup> by the type and size of the hotel and by successive management and staff preferences. For example, a system used in a small hotel with less than thirty rooms would not be able to cope with<sup>③</sup> the demands of a 600-bed hotel. Even hotels of similar size will have differences in the level of service, the tariff<sup>④</sup> and types of room available—these differences will call for modifications<sup>⑤</sup> in the reservations system to suit the individual needs of the hotel.

One item which is common to manual<sup>⑥</sup> reservations in most hotels is the use of abbreviations<sup>⑦</sup> to reduce the amount of writing when taking bookings. The following abbreviations are fairly standard examples, although some hotels may have their own variations:

- Single Room
- + Double Room
- = Twin Room
- B Bathroom
- S Shower

Whatever type of system is chosen or has evolved, it must be adaptable<sup>⑧</sup>. It will need to deal with “normal” reservations, but also with cancellations, overbooking, early departures<sup>⑨</sup>, spur of the moment extensions<sup>⑩</sup> and many other alterations.

Many hotels nowadays operate a computerized system which produces similar records automatically. Having an understanding of the manual systems will give the trainee reservationist a good underpinning<sup>⑪</sup> knowledge and insight into the importance of such systems, even if in practice the reservationist always works with a computerized system.

No matter which reservations system is in use, the staff that operates it must ensure good habits of efficiency and attention to detail. The smallest error could lead to unsatisfied guests and serious prob-

lems for the hotel, not to mention the lost chance of repeat bookings.

Staff must be well chosen for this detailed, logistical task, and must also have the skills of salesmanship. They must be diplomatic and resourceful and possess common sense when it is impossible to fulfill the prospective guest's requirements or when dealing with difficult situations.

A hotel relies on maximum occupancy for the majority of its profit, and therefore the staff dealing with reservations must balance selling rooms and providing just what the customer wants. They must know their product and their customers.

The trainee reservationist should develop the many skills required for dealing with reservations and should get to know the different systems used at least in theory.

### 【注释】

- ①version *n.* 版本, 形式
- ②dictate *v.* 要求, 规定; 支配
- ③cope with 应付, 处理
- ④tariff *n.* 价目表, 收费表
- ⑤modification *n.* 修正, 修改
- ⑥manual *adj.* 人工的, 手动的
- ⑦abbreviation *n.* 缩写, 简略符号
- ⑧adaptable *adj.* 有适应能力的
- ⑨departure *n.* 离开, 出发
- ⑩extension *n.* 延期, 延长
- ⑪underpinning *n.* 基础



## Exercises

### I. True or False Questions:

1. Writing and sending out the hotel letters of confirmation is included in the main job responsibility of the advance reservationist. (      )
2. The first thing a reservationist should do after receiving a reservation request is to complete a reservation form. (      )
3. According to hotel regulations, the time limit for setting accounts is at noon. (      )
4. Dealing with advance reservations is one of the most important tasks a receptionist has to do. (      )
5. All the hotels have the same version for recording reservations. (      )
6. Manual operation of the reservation systems is still necessary nowadays. (      )

### II. Multiple Choice Questions:

1. Which of the following is not included in the main job responsibility of the advance reservationist?  
A. Answering questions concerning reservations.  
B. Booking and assigning rooms for guests.  
C. Taking reservations, cancellations and revisions.  
D. Planning the efficient deployment of staff and resources.
2. Reservations are received in many different forms—\_\_\_\_\_.  
A. letter      B. telephone      C. in person      D. E-mail
3. Which is the first thing a reservationist should do after receiving a reservation request?  
A. Checking if the required rooms are available.