

■ 英语畅销书系

第3印



饭店 英语900句

浩 瀚 李志刚 编著

Hotel English 900

中国书籍出版社



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目 录

Contents

Part I Front Desk 前 台

- Lesson 1 Making a Reservation
预订客房 (3)
- Lesson 2 Reception
接待 (17)
- Lesson 3 Inquiring Information
询问 (28)
- Lesson 4 The Cashier
收银员 (40)
- Lesson 5 Settling Guests' Complaints
处理投诉 (48)
- Lesson 6 Dealing with Leaving Procedure
办理离店手续 (62)

Part II The Housekeeping Department 客房部

Lesson 7 Guiding the Guests to Their Rooms

引客进房 (73)

Lesson 8 Chamber Service

客房服务 (85)

Lesson 9 Special Services

特别服务 (97)

Lesson 10 Laundry Service

洗衣服务 (110)

Lesson 11 Maintenance

维修服务 (120)

Lesson 12 Wake-up Call Service

唤醒服务 (128)

Part III Food And Beverage Department 餐饮部

Lesson 13 At the Bar

在酒吧间 (141)

Lesson 14 Seating Guests

安排就座 (150)

Lesson 15 Taking Orders

点菜 (160)

Lesson 16 Serving Dishes

上菜 (172)

Lesson 17 At the Chinese Restaurant	
在中餐馆	(181)
Lesson 18 Western Food	
吃西餐	(194)
Lesson 19 Birthday Party	
生日晚会	(211)
Lesson 20 Paying the Bill	
付账	(219)

Part IV Health And Recreation Center 康乐部

Lesson 21 At the Health Center	
在健身中心	(231)
Lesson 22 At Dance	
跳舞	(242)
Lesson 23 Going to the Cinema	
看电影	(252)
Lesson 24 In the Night Club	
在夜总会	(262)
Lesson 25 At the Beauty Center	
在美容中心	(269)

Part V Shopping Arcade 商场部

Lesson 26 At the Food and Beverage Department	
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饭店英语900句

在食品饮料部	(287)
Lesson 27 At the Garments Department	
在服装部	(298)
Lesson 28 At the Stationery Department	
在文化用品部	(307)
Lesson 29 At the Domestic Appliances Shop	
在家用电器部	(316)
Lesson 30 At the Jewelry and Crafts Department	
在珠宝工艺品部	(326)
APPENDIX I Useful Hotel Vocabulary	
饭店常用词汇	(335)
APPENDIX II Useful Restaurant Vocabulary	
餐馆常用词汇	(364)
APPENDIX III Hotel Organization Chart	
饭店机构表	(402)

Part I

Front Desk

前 台

Lesson 1 Making a Reservation

预订客房

Key Sentences (重点句子)

001. Good evening, Peace Hotel Reservation. May I help you?
晚上好, 和平饭店预订处, 您要什么?
002. Can I help you, sir?
您要我为您做点什么, 先生?
003. Could you wait a minute, please?
请您等一下好吗?
004. Are you with a company?
有人跟您一起来住吗?
005. For how long?
您打算住多久?
006. How many people are there in your party?
您们一共有多少人?
007. How long will you be staying?
您准备呆多久?
008. For what dates, please?
请问什么时间住?
009. Is it just for tonight?

就住今晚一夜吗？

010. When do you need the room?

您什么时候要这房间？

011. Do you want a single room or a double room?

您要单人房还是双人房？

012. What kind of room would you like?

您要什么样的房间？

013. With bath or without?

有浴室的还是没有的？

014. Would you like a room with bath or shower?

您想要一间带浴室的还是淋浴的房间？

015. And your address, please?

您的地址呢？

016. What about your telephone number, Mr Smith?

您的电话号码呢，史密斯先生？

017. We have a single available for those dates.

那几天我们有一间单人房。

018. We do have a vacancy for those dates.

那几天我们的确有一间空房。

019. Yes, you can have a room on Saturday.

是的，星期六您可以有一间空房。

020. I'm afraid we won't be able to guarantee you a room after the 16th. We usually have high occupancies in the peak seasons.

恐怕在 16 日以后我们不能向您保证有房间了，在高峰季

节，房间的租用率通常是很高的。

021. I'm sorry, but we're fully booked for single rooms. Would you like to have a double one?

抱歉，我们的单人房都客满了，您要不要一间双人房？

022. I'm sorry, but the hotel is full on that date.

抱歉，那天旅馆都已客满了。

023. I'm sorry, Miss, we are booked solid on that date.

抱歉，小姐，您说的那天我们饭店客满了。

024. I'm sorry, we don't have any room available for that week.

抱歉，您说的那个星期我们没有空房出租。

025. A single room's sixteen dollars.

单人房是 16 美元。

026. That includes full breakfast, of course.

这当然包括全套早餐。

027. For \$ 70 we'll provide you with a telephone, a mini-bar.

交 70 元租金，我们给您提供一部电话、一个小冰柜。

028. Service isn't included in the room rate.

服务费不包括在房租里。

029. It's 20 dollars for a single and 25 dollars for a double, tax extra.

一个单人房 20 美元，一个双人房 25 美元，税金另加。

030. We offer 10% discount for group reservation, sir.

先生，对于团体预订，我们打 10% 的折扣。

■ Dialogue A

Reservationist (R): Good afternoon. What can I do for you?

Client (C): Good afternoon. I'm calling from Beijing Foreign Trade Company. Is it possible for me to have a suite?

R: Certainly, can you give me your name please, sir?

C: West, W-E-S-T.

R: Thank you, Mr. West. But by the way, how long will you stay here?

C: I'll stay here for quite a long time.

R: I'm glad you will be staying at our hotel for a long time.

C: How much is the suite, please?

R: Your suite is 320 yuan (RMB) per day.

C: Does that include attendance?

R: Three hundred and twenty yuan a day, service included.

C: Meals included?

R: Meals are extra, not included.

C: What services come with that?

R: For 320 yuan a day, you will have one bedroom with air-conditioning, a sitting room, a bathroom, a colour TV set, a telephone and a major international newspaper delivered to your room every day.

C: Do I have to pay in advance?

R: Yes, you may pay half of it. The account will be settled later.

C: On which floor is the suite?

R: We have reserved two suites for you to choose. One is on the first floor, the other on the third floor. Both of them have a bathroom and face to the south.

C: What's the difference between them?

R: The conditions and the prices are the same. No difference.

C: Which is quiet? I want a quiet one. I hate noise at night.

R: The one on the third floor is very quiet. The room number is 308.

C: I think I'll take the one on the third floor.

R: OK. And your arrival and departure dates?

C: I don't know, but it could be seventeen to twenty days.

R: Then we can only confirm a room from the 10th to the 27th. I'm afraid we won't be able to guarantee you the room after the 27th.

C: What if there isn't any room then?

R: Don't worry, sir. We can either put you on a waiting list or find you a room in a nearby hotel.

C: Fine, thank you. Good-bye.

■ Dialogue B

Reservationist (R): Reservation Desk. Can I help you?

Guest (G): I'm calling from Paris. I'd like to book a room in your hotel.

R: When for, sir?

G: March 26th.

R: How long do you plan to stay?

G: Three nights.

R: What kind of room would you like, sir? We have single rooms, double rooms, suites and deluxe suites in Japanese, British, Roman, French and presidential styles.

G: A single with bath, please.

R: Would you like breakfast?

G: No, thanks.

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

G: Mr. John Blake. B-L-A-K-E

R: Mr. John Blake, a single with bath without breakfast from March 26th to March 29th.

G: That's right.

R: What time will you be arriving, Mr, Blake?

G: Around 6:00 in the evening.

R: All right. You'll be expected to be here then.

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

R: Good-bye.

■ Dialogue C

Reservationist (R): Good morning. Room reservations. May I help you?

Guest (G): I'd like to make a reservation.

R: Which date would that be?

G: For the night of June 15, for one night.

R: Could you hold the line, please? I'll check the room availability for that day. . .

Thank you for waiting, sir. I'm afraid our hotel is fully booked on that night.

G: Oh, that's too bad.

R: Would you like us to put you on our waiting list and call you in case we have a cancellation?

G: Thank you. That's very kind of you. But Could you recommend to me another hotel that won't be full up?

R: Yes, of course. Where would you rather like to be, in the city center or in the suburbs?

G: I prefer a place close to the city center because most of our clients' offices are in the downtown business section.

R: In that case, I would suggest that you try Dongfang Hotel.

G: Do you know the rate per night for a double room with a bath there?

R: Well, there is a minimum price for off-season stay and a maximum price for peak-season stay. A double room with bath at the moment would run you between \$ 100 and \$ 120.

G: I see. Do you mind telling me what Dongfang Hotel is like?

R: It is the oldest and largest hotel in this city. But it was renovated just a year ago. It is rated as a four-star hotel. It is not so luxurious as ours is. But it is just as busy and convenient as ours, of course, ours is better known than Dongfang Hotel but Dongfang