



面向“十二五”高等教育课程改革项目研究成果

酒店服务英语

主编 王丽华 王金茹 李 艳
主审 郭伟峰

English for Hotel Service

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前 言

随着社会经济的发展,旅游业市场不断扩大,对于实用型星级酒店从业人员的需求也日益增多,技能要求也越来越高,具有酒店管理职业素养的专门人才成为社会的急需人才。本书旨在训练提高星级酒店服务和管理人员的英语交际能力,在编写上做到理论联系实际,特点如下:

1. **内容全面。**本书涵盖了星级酒店的前厅管理、餐饮管理、客房管理、商务中心、康乐服务和旅游购物等全部核心部门及其相应服务环节,范围广泛。

2. **形式新颖。**每单元从要解决的任务出发,包括单元目标、任务设置、词汇集锦、短语荟萃、情景会话、行业套话、知识拓展、精选练习、任务评价,形式丰富多样,集教、学、做、练于一体。

3. **简单实用。**本书立足各岗位工作职能,本着够用为度的原则,为酒店员工提供切合实际的语言培训和提高语言能力的素材,具有很强的实用性。

4. **形象生动。**结合星级酒店实际情况,紧密联系工作岗位要求和时代发展节奏;书中设置的对话情景真实形象,具代表性和创新性。

5. **详略得当。**章节安排上,各部分内容环环相扣,既有一定的逻辑性,又有相对的独立性。主要功能部门内容详尽,次要部门内容简约,便于读者在学习过程中自由选取。

本书由王丽华、王金茹、李艳任主编;郭伟峰任主审,田翠娥、盖艳秋、芮春红任副主编;参编人员有范亚楠、关利、张艳华、崔久玉、张卫红、韩丽杰、王静妍、王伟。

本书为校企合作开发课程,在编写过程中除了参阅国内外专家学者的相关文献,还得到业内人士的支持和帮助,特别是北京中国大饭店、北京新云南皇冠假日酒店、北京香港马会会所的行业专家对此书提出了中肯建议,在此表示衷心的感谢!由于时间所限,难免有不妥之处,诚恳希望使用者提出宝贵意见,以便再版时补充提高。

编者衷心希望这本书能够帮助广大现已从事或有志于从事酒店管理和旅游服务的人员提高英语服务技能,做合格的岗位人才。

编 者

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Chapter I

Front Office 前厅服务



The front office is the window in hotel service. It plays a very important part in modern hotels. There are lobby and general service counter in the front office department. Lobby is the place where customers register, rest, have meetings and check out. The general service counter is the place where customers register, account, enquire, exchange foreign currency. Front office can also be named general service office or lobby, which is in charge of the sales and promotion of hotel service. Many services are provided in the front office, such as room reservation, registering, enquiring, telephoning, ticketing, luggage, and checking out. The efficiency and quality of front office service represents the overall hotel service standard. Usually, there are division manager, supervisor, captain and attendant in the hotel.

前厅部是酒店服务的窗口，它在现代酒店业中起着非常重要的作用。前厅部分两部分：大厅和总服务台。大厅是客人登记、休息、会客和结账的地方。总服

务台是客人登记、结账、问询、外币兑换的地方。前台又称为总服务台或大堂部，负责推销酒店的产品与服务，为客人提供订房、登记、问询、电话、订票、行李以及退房等一系列服务。前台的服务效率及质量代表着酒店的整体水平。酒店中通常有部门经理、主管、领班和服务员。

Unit 1 Room Reservation 客房预订

Unit Aims 单元目标

- ◆ How to make a phone call for room reservations 如何电话预订客房
- ◆ How to receive room reservations 如何接待客房预订
- ◆ How to confirm room reservations 如何确认客房预订

Task Settings 任务设置

1. 假设你是北京友谊宾馆的客房预订员 Rosy，接到一位客人 Mr. Martin 从承德打来的电话，要预订一间豪华商务房，要求阳面的位置，并先用信用卡保证预订。请就以上内容进行小组讨论，编制一段情景会话，并在班上表演。

2. 假设你是天宝假日酒店的客房预订员 Emma，下午 3 点在前台接待客人 David Jones 在酒店预订客房，要求为伦敦大学的教授们预订 7 月 14 日至 21 日的标准间 10 套，而且预订会议室一间。请就以上内容进行小组讨论，编制一段情景会话，并在班上表演。

New Words 词汇集锦

reservation [ˌrezəˈveɪʃ(ə)n] *n.* 预订，预约

reserve [rɪˈzə:v] *v.* 预订，预约

prefer [prɪˈfə:] *v.* (比较起来) 喜欢…… (而不喜欢……)

availability [əˌveɪləˈbɪləti] *n.* 可利用，可得到

available [əˈveɪləb(ə)l] *adj.* 可以得到的，可以买到的

book [bʊk] *v.* 预订

fixed [ˈfɪkst] *adj.* 固定的

recommend [ˌrekəˈmend] *v.* 推荐

suburb [ˈsʌbə:b] *n.* 郊区

downtown [ˈdauntaun] *adj.* 商业区的 *n.* 商业区，市中心区

client [ˈklaɪənt] *n.* 顾客，客户

Important Phrases 短语荟萃

look forward to 期待, 盼望

the booking system 预订系统

front view 正面, 阳面, 前景

in advance 事先, 提前

in that case 那样的话, 既然如此, 在那种情况下

be full up 满了, 住满了

face-to-face 面对面, 现场

bear with me. 耐心等待, 容我片刻

rear view 背面, 阴面

a couple of days 几天, 三两天

business section 商业区

Practical Dialogues 情景会话

Dialogue 1

A Telephone Call Reservation 电话预订

R = Reservationist G = Guest

R: Good morning. Shenghua Hotel. May I help you?

G: Yes, I'd like to reserve a room, please.

R: That's fine, sir. For which date?

G: From Sep. 9th.

R: For how many nights?

G: For three nights.

R: How many guests will there be in your party?

G: Just my wife and myself. So I prefer a twin please.

R: Hold the line, please. I'll check our room availability for those days...

Thank you for waiting. We have twins at RMB 680 Yuan and at RMB 1,000 Yuan. Which would you prefer?

G: I'll take the one at RMB 1,000 Yuan.

R: Certainly. May I have your name, please?

G: It's Bill Clinton. B-I-L-L C-L-I-N-T-O-N.

R: Thank you, Mr. Clinton. May I have your phone number, please?

G: Yes, the number is 0314 - 2376870.

R: I'd like to confirm your reservation. A twin room for Mr. and Mrs. Clinton at RMB 1,000 Yuan per night for three nights from Sep. 9th to 12th. My name is Lily and we look forward to serving you.

G: Thank you. Good-bye.

R: Good-bye.

Dialogue 2***A Face-to-face Reservation 现场预订***

R = Reservationist G = Guest

R: Good afternoon, madam. Can I help you?

G: Good afternoon. Do you have any rooms available?

R: Certainly, would you like a single or a double?

G: I'll take a double.

R: And how long will you be staying with us?

G: For one week. From October 1st to 7th.

R: Let me check the booking system. Bear with me.

G: OK.

R: Would you like a front view or rear view?

G: A front view, please.

R: Would you mind filling in this form and paying one hundred Yuan in advance?

G: Sure. Here is one hundred Yuan.

R: Thank you. Here is the receipt for paying in advance. Please keep it.

G: That's very kind of you.

Dialogue 3***Fully Booked 客房已满***

R = Reservationist G = Guest

R: Advance Reservations. Good morning. Can I help you?

G: Yes, I'd like to book a double room for a couple of days.

R: When will you be arriving?

G: Next week, from Wednesday to Friday.

R: Could you hold the line, please? I'll check our room availability for those days...

Thank you for waiting. I'm afraid our hotel is fully booked on those dates.

G: That's too bad.

R: Is it possible for you to change your reservation date?

G: The date is fixed. But could you recommend me another hotel which won't be full up?

R: Yes, of course. Where would you like to stay, 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 Yunshan Hotel.

G: Do you know any information about their room availability?

R: Sorry, we don't. I can just tell you the telephone number of their reservation office.

G: OK.

R: It's 0314 - 2099888.

G: Thank you very much. I'll call them up. Good-bye.

R: Good-bye. Hope we can serve you next time.

Professional Routines 行业套话

I. Finding out what the guest wants 了解客人预订信息

1. What date would that be?

请问订在什么时间?

Which date would that be?

For when?

Which date?

2. When would you like to come?

您何时来住?

3. For how many nights?

您准备住几个晚上?

4. How long will you be staying?

请问您住多久?

5. A double room or a standard room?

双人间还是标准间?

6. May I have / know / get your name and your telephone number?

能留下您的姓名和电话号码吗?

II. The reservation can not be made 不能预订

1. I'm sorry, madam. But we have no vacancy today.

对不起, 女士。今天我们没有空房了。

2. I'm afraid we're fully booked up at the moment.

很抱歉, 我们现在没有空房。

3. Unfortunately, all rooms are taken.

很遗憾, 所有的空房都已订满了。

4. I'm sorry, sir. I can't book you a room for 15th of June. Is it possible for you to change your reservation date?

对不起, 先生。我不能为您预订6月15日的客房。可不可以改变预订日期呢?

5. Sorry, we don't have a single room available. Would you mind a standard room?
对不起, 我们没有单人间了。标准间可以吗?

III. Giving the information about the room rate 告知房价

1. The standard room costs 968 Yuan per night.
标准间每晚 968 元。
2. RMB 668 Yuan per night including breakfast.
668 元, 包括早餐。
3. The price for a minimum of 5 rooms is 15% off.
如果起订 5 间, 房价可以享受 15% 的优惠。
4. There is a 20% deduction for a group reservation.
团队预订 8 折。
5. A double room facing south is 170 US dollars.
面南的双人间 170 美元。
6. The total cost would be RMB 1,080 Yuan.
一共消费人民币 1 080 元。

IV. Answering thanks 回答他人致谢

1. You're welcome.
别客气。
2. Not at all.
这没什么。
3. It's my pleasure. / My pleasure.
这是我的荣幸。
4. Don't mention it.
别放在心上。
5. That's all right.
这没什么。
6. No trouble at all.
一点也不麻烦。
7. I'm glad you enjoyed it.
真高兴你觉得满意。

Supplementary Knowledge 知识拓展

I. 常见房间类型

1. 单人间 single room: 一间面积为 16 ~ 20 平方米的房间, 内有卫生间和其他附属设备组成。房内设一张单人床。

2. **标准间 standard room**: 房内设两张单人床 (twin room) 或一张双人床 (double room) 的叫标准间, 这样的房间适合住两位客人或夫妻同住, 适合旅游团体住用。
3. **豪华间/高级间 deluxe room /superior room**: 房内设两张单人床或一张双人床, 房间的装修、房内设施比标准间档次高, 其价格也比标准间高一些。
4. **商务间 business room**: 房内设两张单人床或一张双人床, 房内可以上网, 满足商务客人的需求。
5. **行政间 executive room**: 多为一张双人床, 此类型房间单独为一楼层, 并配有专用的商务中心, 咖啡厅。
6. **套间 suite**: 是由两间或两间以上的房间 (内有卫生间和其他附属设施) 组成。
7. **双套间 double suite**: 一般是连通的两个房间: 一间是会客室; 另一间是卧室。卧室内设两张单人床或一张双人床。这样的房间适合夫妻或旅游团住用。
8. **组合套间 composite suite**: 这是一种根据需要专门设计的房间, 每个房间都有卫生间。有的由两个对门的房组成; 有的由中间有门有锁的隔壁两个房间组成; 也有的由相邻的各有卫生间的三个房间组成。
9. **多套间 more suites**: 由三至五间或更多房间组成, 有两个卧室各带卫生间还有会客室、餐厅、办公室及厨房等, 卧室内设特大号双人床。
10. **高级套间 superior suite**: 由七至八间房组成的套间, 走廊有小酒吧。两个卧室分开, 男女卫生间分开, 设有客厅、书房、会议室、随员室、警卫室、餐厅厨房设施, 有的还有室内花园。
11. **复式套间 duplex suite**: 由楼上、楼下两层组成, 楼上为卧室, 面积较小, 设有两张单人床或一张双人床。楼下设有卫生间和会客室, 室内有活动沙发, 同时可以拉开当床。

II. Other room types 其他房间类型

garden view room 园景房

honeymoon room 蜜月房

sea view room 海景房

deluxe criple room 豪华三人房

deluxe business room 豪华商务房

deluxe chess room 豪华棋牌房

Intensive Exercises 精选练习

I. Try to remember

a triple room 三人房

cancellation 取消

special rate 优惠价

a maximum price 最高价

a minimum price 最低价

flight number 航班号

inn 小酒店

face south 朝南

appreciate 感激, 感谢

fax 传真

initial 姓名的起首字母

a complimentary buffet breakfast 免费自助早餐

discount 打折

in the name of... 以……的名义

II. Complete the following dialogue

C = Clerk G = Guest

C: Room Reservations. _____

(请问有什么可以帮忙的)?

G: Yes, I'd like to book a room for my boss, Gary Brown.

C: _____

(好的。请问您想订什么样的房间, 单人间还是双人间)?

G: A double room with bath. _____ (价钱是多少)?

C: It's RMB 500 Yuan. _____ (您打算住多久呢)?

G: A week.

C: _____ (您要订哪天的房呢)?

G: From August 10th to 13th.

C: _____ (好的, 先生。

一间带浴室的双人房间, 时间是从8月10日至13日)。Am I right?

G: That's right. Thank you.

C: _____ (不客气), We're looking forward to your coming.

Evaluation Model 师生评价

项目 \ 评价		学生评价				教师评价
		A	B	C	D	(每项10分)
对话内容	内容充实丰富					
	符合服务程序					
	切实际、有创新					
语言表达	语音、语调、语速					
	遣词造句准确					
	表达流畅性					
综合技巧	服装、道具情景					
	面部表情					
	身体语言					
	情绪饱满、自信					
任务总评	你很棒 > 90 分, 良好 > 80 分, 尚可 > 70 分, 要加油 < 70 分					

Unit 2 Bell Service 行李服务

Unit Aims 单元目标

- ◆ How to receive a guest 如何接待客人
- ◆ How to show the guests to their room 如何带领客人到房间
- ◆ How to offer special service to the guests 如何为客人提供专项服务

Task Settings 任务设置

1. 假设你是希尔顿酒店的行李员 Peter, 迎接刚下飞机步入酒店的客人 Mr. Martin, 客人有 4 件行李, 且有房间预订。请就以上内容进行小组讨论, 编制一段情景会话, 并在班上表演。

2. 假设你是行李员 Jack, 在客人 Stephen Nobel 先生办理完入住手续后, 帮客人把行李送至房间, 并向他介绍酒店的设施。请就以上内容进行小组讨论, 编制一段情景会话, 并在班上表演。

New Words 词汇集锦

- bellman ['belmæn] *n.* (为旅客搬运行李的) 服务生
baggage ['bægidʒ] *n.* 行李
post [pəʊst] *n.* 柱子; 职位, 岗位
tire ['taɪə] *v.* 疲劳, 疲倦
suitcase ['su:tkeɪs] *n.* 旅行箱, 手提箱
valuable ['væljuəb(ə)l] *adj.* 贵重的, 有价值的; *n.* 贵重物品
breakable ['breɪkəb(ə)l] *adj.* 易碎的
content ['kɒntent] *n.* 内含物, 物品
elevator ['eləveɪtə(r)] *n.* 电梯
restaurant ['rest(ə)rɒnt] *n.* 餐厅
actually ['æktʃuəli] *adv.* 实际上, 实在地
keycard ['ki:kɑ:(r)d] *n.* 钥匙卡

Important Phrases 短语荟萃

the Front Desk = reception desk 前台, 接待处 check in 办理入住手续

show sb. to some place 带某人去某地

I'm afraid... 恐怕……（指语气）

by the way 顺便问一下

My pleasure. 不客气。

a bottle of 一瓶……

no problem 没问题

After you, sir. 先生，您先请。

Practical Dialogues 情景会话

Dialogue 1

Greeting a Guest on Arrival 接待刚刚到达的客人

B = Bellman G = Guest

B: Good evening, madam. Welcome to Chengde Hotel.

G: Thank you.

B: Are you checking in?

G: Yes.

B: May I help you with your baggage?

G: Yes, thank you.

B: Is this all your baggage, madam, four pieces?

G: Yes. That's all.

B: Please, this way to the Front Desk for check-in. I will put your bags by the post over there.

G: I see, thanks.

B: Did you have a nice trip, madam?

G: Oh, it was very tiring.

B: I'm sorry to hear that. I will show you to your room when you finish checking in.

G: That's fine.

Dialogue 2

Showing a Guest to his Room 带领客人到房间

B = Bellman G = Guest

B: Good afternoon, sir. I'll show you to your room. You have three suitcases and one bag. Is that right?

G: Yes, that's right.

B: Is there anything valuable or breakable in your bag?

G: Yes, there's a bottle of whisky.

B: Could you carry this bag, sir? I'm afraid the contents might break.

G: Sure, no problem.

- B: Follow me, please. Watch your step, sir. Your room is on the 16th floor. Let's take the elevator over there.
- G: OK. By the way, on which floor is the restaurant?
- B: That's on the 3rd floor.
- G: OK. Actually I need to go to my room first, so the 16th floor please.
- B: We're on the 16th floor. This is your room. May I have your keycard, please?
- G: Yes, here you are. (Open the door)
- B: After you, sir. May I put your suitcases here?
- G: Certainly. Just put them anywhere. Thanks a lot.
- B: My pleasure. Hope you enjoy your stay with us.

Dialogue 3

Hiring a Taxi 雇请出租车

B = Bellman G = Guest

- B: Good morning, sir. Can I help you?
- G: Good morning. Can you get me a taxi?
- B: Where do you want to go?
- G: I want to go to the Great Wall for sightseeing.
- B: Single trip or round trip?
- G: Single trip. But do you have any idea how much I should pay the taxi driver for the trip?
- B: RMB 50 Yuan to 60 Yuan would be plenty to cover it.
- G: Thank you for your help. Have a nice day.
- B: Thanks. You too.

Professional Routines 行业套话

I. Inquiring the reservation 询问预订

1. Have you made a reservation?
您预订过房间吗?
2. Have you reserved a room?
您订过房吗?
3. Have you booked any rooms?
您订房间了吗?
4. Do you have a reservation?
有预订吗?