

新视界大学英语 ■ 高职高专精品系列

海南省“十二五”规划特色重点教材

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国际酒店服务英语

主 编 谢 钰

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前言

· 国际酒店服务英语 ·



随着社会的发展和国际交往的日益频繁，英语已经进入我们生活的各个方面，对英语水平的要求也越来越高。为了满足酒店工作者对英语学习的不同需要，我们精心编写了《国际酒店服务英语》。

《国际酒店服务英语》从酒店各个部门的工作出发，包含了前台工作、客房部工作、餐饮部工作和商场部工作 4 个方面的内容。书中语言秉承生动、简洁、有效的原则，生词、难词很少见，尽量采用英美人士间耳熟能详的固定表达法，便于读者模仿记忆并在实际工作与交流中运用。《国际酒店服务英语》体例上以 Unit 为单位，每个 Unit 由以下几部分组成：学习目标、背景常识、情景对话、难点精讲、各国文化习俗的介绍、练习等。

本书几乎涵盖了所有日常生活和工作场景所需要的基本英语用语，可供广大读者和英语爱好者灵活选用。

事实证明，英语学习最好的方法就是听与说的有机结合。而听说也要尽可能地与日常生活相结合，从日常对话入手，逐步培养自己的英语交际能力。英语学习者应该积极与他人进行互动交流，逐步培养自己的信心；只要有信心、有决心、从点滴做起，就一定会成为英语高手。

我们相信读者通过对本书的学习，一定能够在短时间内达到脱口而出、流利表达的效果，英语水平一定会有一个很大的进步。

编写此书期间，得到了 Lenonhard Woerndl 教授、Tower 教授、余善鸣教授、魏东波教授和胡雅捷经理的大力帮助，在此表示感谢。

限于编者水平，书中难免有不足之处，恳请广大读者批评指正。

编 者

2011 年 12 月

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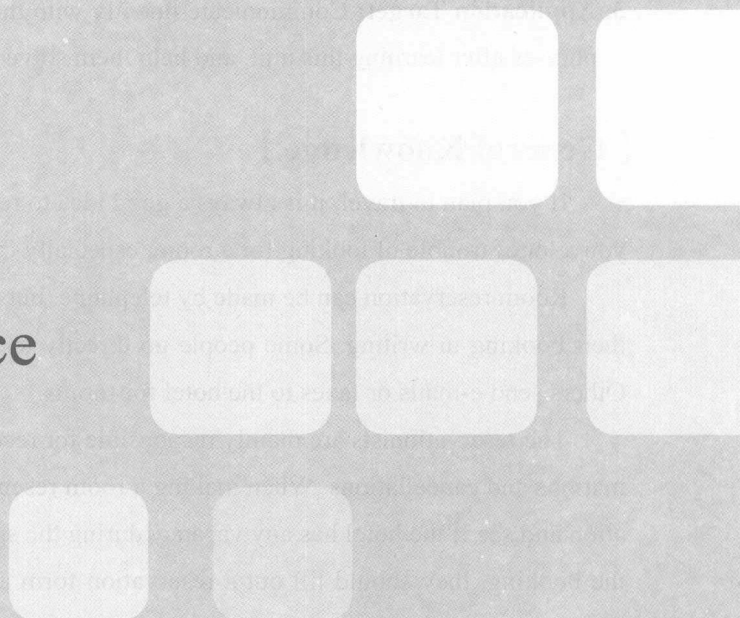


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Chapter 1

Front Office Service

前台服务





Unit 1 Room Reservation

客房预订

【 Study Target 】

1. **Basic Target:** Learn some basic knowledge about making a room reservation, such as the room categories and the basic procedures about making a room reservation.
2. **Skill Target:** Handle some of the very important sentences and phrases related to room reservation and also learn to fill in some useful forms.
3. **Application Target:** Communicate fluently with the guests by using the related sentences and phrases after learning this unit, and help them solve problems.

【 General Knowledge 】

If you plan to travel, it is always a good idea to reserve your room ahead of time. It will save you a lot of trouble of looking for a room, especially during the peak season of the year.

Room reservation can be made by telephone, but it is usually necessary for guests to confirm their booking in writing. Some people go directly to the hotel and make reservations in person. Others send e-mails or faxes to the hotel for rooms.

The reservationists are mainly responsible for receiving reservations and dealing with confirmations and cancellations. When making a room reservation, they check the hotel's booking situation and see if the hotel has any vacancy during the specified period. If the hotel is able to accept the booking, they should fill out a reservation form and record the information in a reservation diary.

1. Steps for Room Reservation

- (1) Dealing with Guests Inquiry
- (2) Checking the Room Vacancy
- (3) Accepting or Refusing a Booking
- (4) Logging the Details
- (5) Confirming the Reservation Details
- (6) Maintaining the Record Update
- (7) Distributing New Information

2. Details about Room Reservation

- (1) Guest Name, Name of Group, Code

- (2) Contact Name, Telephone Number Company Name and Address
- (3) Room Type, Number of Rooms
- (4) Number of Guests
- (5) Nationality
- (6) Date of Arrival/Departure, Time of Arrival/Departure, Length of Staying
- (7) Discount, Payment
- (8) Cut-off Time (订房入住当天的保留时间)
- (9) Agreements on Reservation Amendments/Cancellation

3. Types of Room Rate

- (1) Rack Rate
 - (2) Extra Charge
 - Day Charge
 - Rate for Extra Bed
 - Midnight Charge
 - Hold-room Charge
 - Time Rate
- (3) Special Rate
 - Group Rate
 - Family Plan Rate
 - Package Plan Rate
 - Discount Rate: Regular Guest, Long-staying Guest, VIP
 - Complimentary Rate
- (4) Contract Rate

4. The Basic Categories of Rooms

Single Room	单人间
Double Room	大床间
Twin Room	双床间
Triple Room	三人间
Junior Suite	普通套间
Business Suite	商务套间
Duplex Suite	复式套间
Connecting Suite	连接套间
Deluxe Suite	豪华套间
Presidential Suite	总统套间



5. Some Related Forms about Room Reservation

Reservation Form

Sales & Marketing Dept.

☐ New Booking 新预订 ☐ Amendments 更改 ☐ Waiting List 等候 ☐ Seminar 研讨会 ☐ Cancellation 取消

Guest Name	No. of Rooms	Room Type	No. of Guests	Rate	Company Name

Original Arrival Date 预订到店时间:	Original Departure Date 原定离店时间:
New Arrival Date 新到店时间:	New Departure Date 新离店时间:
Arrival Flight 到店航班:	Departure Flight 离店航班:
Billings 付款方式: <input type="checkbox"/> Allc 全付 <input type="checkbox"/> Rmabf 房费含早餐	
Poa 自付 <input type="checkbox"/> Room Only 只付房费	
Tlx /Fax /Ltr /Atit 已到电传 / 传真 / 信件	
Remarks 备注:	
Contact Name 联系人姓名:	Company Name 公司名称:
Telephone Number 电话号码:	Fax/Telex Number 传真号:
Taken By 预订人:	
Date Taken 预订日期:	

6. 预订确认书

订房确认书		
RESERVATION CONFIRMATION		
<div style="border: 1px solid black; padding: 5px; min-height: 30px;"> 客人姓名 GUEST NAME </div>		
到达日期 ARRIVAL DATE _____	班机号 FLIGHT NO. _____	离店日期 DEPARTURE DATE _____
房间种类 TYPE OF ACCOMMODATION	人数 NO. OF PERSONS	房价 RATE
备注 REMARKS _____		
请将订房确认书交与接待处 Please present this confirmation to the reception desk		
公司 COMPANY _____	致 ATTN _____	
地址 ADDRESS _____	电话号码 TEL. NO. _____	
注意：预订客房将保留至下午 6 时，迟于 6 时到达的宾客，请预先告知。若有任何变动，请直接与本饭店联络。 NOTE: Your room will be held until 6:00 P.M. unless later arrival time is specified. Should there be any changes, please contact the hotel directly for adjustment.		
确认者 CONFIRMED BY _____	日期 DATE _____	
订房办公室 BOOKING OFFICE _____		

【 Conversation 】

Section A

Scene: Making a Reservation by Telephone**R: Reservationist****G: Guest**

R: Hilton Hotel. Good morning. What can I do for you?

G: I'd like to book a room in your hotel for January 9th.

R: What kind of room would you like?



G: I'd like to book a business suite.

R: OK, please wait for a while. I'll check our reservations. (*After a second*) I'm afraid we have no business suite available on that day. What about a duplex suite instead?

G: OK, in that way, I will take it, thank you. By the way, what's the rate?

R: It's 1,200 yuan per night.

G: OK.

R: How long will you be staying here?

G: For a single week.

R: Thank you, sir. A duplex suite from January 9 to January 15. Is that right?

G: Yes, you are right.

R: May I have your name, please?

G: Alexander.

R: How do you spell it, please?

G: A-l-e-x-a-n-d-e-r.

R: May I have your telephone number, sir?

G: 029-85311732.

R: At what time will you arrive?

G: Around 9 a.m.

R: Thank you, sir. My name is Jessie and we look forward to serving you.

G: Thank you and goodbye.

R: Goodbye.

Section B

Scene: Making a Reservation at the Front Desk

R: Good morning. Can I help you?

G: Yes. I'd like to reserve a double room from September 25th to 29th. please.

R: Hold on, please. Let me check the room availability. Yes, sir, We do have double rooms available for those days.

G: That's good. So what is the rate?

R: 500 yuan per night.

G: By the way, is there any other services accompanying that?

R: For 500 yuan, you will have a television, a telephone, a bathroom and a free breakfast.

G: OK, I'll take it.

R: Will you please tell me your name and your telephone number, sir?

G: Yes, it's Johnson, at 021-33217887.

R: How do you spell that?

G: J-O-H-N-S-O-N.

R: Thank you. And when will you arrive at the hotel?

G: Oh, about 7 P.M.

R: OK. A double room from September 25th to 29th for 5 days. I've got it. We are looking forward to serving you. Good-bye, Mr. Johnson.

G: Bye.

【 Text 】

Advance reservations can be made in different ways. Some people send reservation letters to the hotel. Others go directly to the hotel and make reservations in person or call the hotel and make reservations over the telephone. Still others telegraph the hotel for rooms.

Booking hotels online is the easiest and fastest way to make reservations. But if the guests do not feel comfortable providing their credit card information online, they can always make reservations by phone. Some reservations made over the phone require payment by credit card or transferring the payment to the hotel's bank account. If not instantly, then usually within 24 hours, the staffs of the hotel will send the guests a confirmation voucher detailing the reservation. For reservations at many of the larger hotel chains, the guests will also receive a confirmation number for their booking.

When a reservationist receives a reservation request, he/she first checks the hotel's booking situation and sees if the hotel has any vacancy during the specified period. If the hotel is able to accept the booking, the reservationist would fill out a reservation form and record the information in a reservation diary.

Word Bank

reservation [ˌrezə'veɪʃən] *n.* (旅馆房间、饭店桌位等的) 预订

confirmation [ˌkɒnfə'meɪʃən] *n.* 证实, 批准, 巩固; 确认

voucher ['vaʊtʃə] *n.* 证人, 证明者, 保证人; 凭单

vacancy ['veɪkənsi] *n.* 空缺, 茫然所失, 空虚

specified ['spesɪfaɪd] *adj.* 指定的

Notes to the Text

1. If not instantly, then usually within 24 hours, the staff of the hotel will send the guests a confirmation voucher detailing the reservation.

酒店员工通常会立刻或在 24 小时内给客人发送有预订详情的确认凭单。

2. When a reservationist receives a reservation request, he/she first checks the hotel's booking situation and sees if the hotel has any vacancy during the specified period.

当预订员收到预订申请时, 他 / 她首先要查清饭店的预订情况并看一下这段时间是否有空的房间。



【 Exercises 】

1. Role-play

Guest: You are planning a honeymoon trip and you need to book a double room for four nights.

You ask information about the hotel and room rates.

Clerk: You answer the phone and answer the caller's questions and end by offering your help in terms of accepting the booking.

2. Complete the following dialogue.

A: (1) _____

B: May I speak to Mr. Bellow, please?

A: (2) _____

B: Number 908.

A: (3) _____

B: Thank you.

A: I'm sorry. Mr. Bellow is not in right now. (4) _____

B: Could you ask him to call me as soon as he gets back?

A: Yes, certainly. (5) _____

B: My name's Jack. My phone number is 2541600.

A: 2541600.

B: Right. Thanks.

3. Translation

A. Translate the following words and phrases into Chinese.

single room

presidential suite

business suite

travel agency

document

safe deposit box

extra bed

extended stay

rubbish bin

B. Translate the following words and phrases into English.

标价

担保订房

身份证

订票

收银处

行李牌

退房时间

行李

豪华单人房

C. Translate the following into English.

(1) 我们是职业学院的学生。我们学习酒店管理专业。

(2) 您要订什么房间，夫人？

(3) 请问先生贵姓？

(4) 您打算住多久，玛丽小姐？

(5) 请别挂断电话，我给您接 160 号房间。

D. Translate the following into Chinese.

Hotel departments may be divided into “the Front of the House” and “the Back of the

House” departments. “Front of the House” departments are those in which the staff has extensive guest contact. “Back of the House” departments are those in which the staff has little or no direct guest contact.

Tips for Working as a Reservation Agent

When a reservationist receives a reservation request, he/she must do as follows:

1. Be polite and speak clearly while answering a telephone.
2. Do not let the guests wait and handle with the reservation immediately.
3. Be alert and cautious while filling out the reservation forms step by step, otherwise it will cause lots of trouble during the check-in.
4. Confirmation letter of reservation must be issued in advance after being signed by Front Office Manager or General Manager.



Unit 2 Checking In 登记入住

【 Study Target 】

1. **Basic Target:** Learn something about check-in in Front Desk department, some key sentences and understand the procedures about reception.
2. **Skill Target:** Master the useful key sentences and know how to fill in the related forms.
3. **Application Target:** Communicate fluently with the guests by using the related sentences and phrases and help the guest solve problems.

【 General Knowledge 】

Checking into a hotel is generally very straightforward, although the procedures can vary depending on where you are.

If you don't have a reservation, ask if they have any rooms available. If they are fully booked, you'll need to find another hotel. If you do, you'll usually need some identification to verify your name. Some hotels require you to pay for the room before you get your key. So always have a credit card for emergencies, as most hotels require a credit card for a security deposit even if you pay cash.

1. Check-in

Preparation before the arrival of the guests

- (1) Arrival List
- (2) Departure List
- (3) Special Guests' List
- (4) Special Requirement List
- (5) Vacant Room List
- (6) Room Status Report

After the arrival of the guests

- (1) Filling in the Registration Form
- (2) Assigning Rooms
- (3) Confirming Ways of Payment
- (4) Offering Keys and Room Cards
- (5) Showing the Guests to Rooms