

Communication in Hotels



宾馆交际 英语



主编 桑思民 金贵彬

大连出版社

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主 编 桑思民 金贵彬

副主编 张 雪 李兆刚

编 委 张 彪 邹瑞凯
晁世江 高习辉
金海娜 赵 雯

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前 言

随着改革开放的进一步深入和由计划经济向市场经济的过渡,我国的对外经济贸易活动和中外文化、科学技术交流也日益频繁。中国恢复在世界贸易组织(以往称关贸总协定)成员国的日子也为期不远。在这种形势下,来华投资、经商,进行文化、科技交流以及旅游观光的外国商人日益俱增,在各个城市中,高耸入云、鳞次栉比的酒店、宾馆正张开它们的双臂,向客人致以“红地毯”似的欢迎。

工作在酒店、宾馆的小姐、先生以文明、礼貌、好客的态度喜迎天下客,使之“宾至如归”。为我国的改革开放和四化建设做出了巨大的贡献。

对外交往离不开外语,尤其是世界通用语言——英语。学英语能使您了解外国,了解客人的要求;也使外国人了解中国、了解您。做为一个涉外宾馆的服务人员和管理人员学不好英语,就不能同外国人交际,也就谈不到服务了。

《宾馆交际英语》正是为这一目的而编写的。全书共四部分:第一部分:接待(The Reception),第二部分:餐馆(The Restaurant),第三部分:电话(The Telephone)和第四部分:前厅服务(The Hall Porter)。这几部分涉及了宾馆服务的全过程。相信此书必将成为酒店、宾馆服务人员及管理人士的良师益友。

由于编译水平有限,加之时间仓促,书中缺点、错误在所难免,望批评指正。

编 者

1996. 1

大连外国语学院

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Part I 第一部分
The Reception 接待

Unit 1 Taking a booking

第一单元：办理预订

Lesson 1

Dialogue

Accepting a booking¹

Employee: Reception, can I help you?²

Client: I'd like to book a room please.³

Employee: When for, sir?

Client: February 26th.

Employee: How long do you plan to stay?⁴

Client: Two nights.

Employee: What kind of room would you like, sir?

Client: Er... single with bath.

Employee: Would you like breakfast?

Client: No, thanks.

Employee: Can you give me your name, please?⁵

Client: Mr John Davis. D-A-V-I-S

Employee: Mr John Davis. Single with bath for February 26th and 27th.

Client: That's right. 'Bye.

Employee: Good-bye, sir.

Notes 注释

1. booking /'bʊkɪŋ/ n. 预订。美国用法为 reservation /rezə'veɪʃən/ n.
2. 还可以说 May I help you? 能帮您忙吗?
3. book /buk/ v. t 预订。美国用法为 reserve
4. 还可以说:
How long will you be staying? 您要住多久?
For how long? 住多长时间?
5. 还可以说:
Could you give me your name, please, sir?
请把名字告诉我好吗, 先生?
What's your name, please, sir?
请问你叫什么名字, 先生?
Who's the booking for, please, sir?
请问给谁预订, 先生?

Vocabulary 词汇

bathtub /bɑ:tʊ/ n. 浴盆
booking /'bʊkɪŋ/ n. 预订。美国用法为 reservation
February /'februəri/ n. 二月(略作 Feb.)
phone /fəʊn/ n. 电话
plan /plæn/ v. 计划, 打算
reception /rɪ'seɪʃən/ n. 接待
single /'sɪŋɡl/ adj. 单一的, n. 单个, 这里指单人房间。

译 文

1. 接受预订

雇 员：接待部，能帮您忙吗？

预订人：我想预订一个房间。

雇 员：请问什么时间，先生？

预订人：二月二十六日。

雇 员：您打算住多久？

预订人：两个晚上。

雇 员：您想要什么样的房间，先生？

预订人：呃……，要带浴盆的单人房间。

雇 员：用早餐吗？

预订人：不，谢谢。

雇 员：请把名字告诉我好吗？

预订人：约翰·戴维斯先生，D-A-V-I-S。

雇 员：约翰·戴维斯先生。一间带浴盆的单人房间，二月二十六日和二十七日两天。

预订人：是的，再见。

雇 员：再见，先生。

Exercise:

Complete the following dialogue:

Employee: Reception, can I _____ you?

Client: I'd _____ to _____ a room, please.

Employee: _____, sir?

Client: February 26th.

Employee: _____ do you plan to _____?

Client: Two nights.

Employee: _____ of room would you _____,
sir?

Client: Er... single with bath.

Employee: _____ you give me your _____, please?

Client: Mr Davis. D-A-V-I-S.

Employee: Mr John Davis, _____ with _____ for
_____ 26th and 27th.

Client: That's _____. Bye.

Employee: Good-bye, sir.

Lesson 2

Dialogue

The client doesn't know how long he'll be staying

Employee: Reception, can I help you?

Client: Yes, I'd like to book a room for two, please.
We plan to arrive in Nice on the 1st, but we don't know how long we'll be staying. It could be anything from three to eight days.

Employee: Would you like a room with bath or shower?

Client: With bath.

Employee: One moment, please, sir.¹

...

We can confirm a room for the 1st, 2nd and 3rd, but as you're not sure how long you'll be staying, we won't be able to guarantee you a room after the 3rd.

Client: And what if there isn't any room then?

Employee: We can either put you on a waiting list, or we can find you a room in another hotel.

Client: Fine.

Employee: Who's the booking for?

Client: Mr Alfred King.

Employee: Alfred King, a double with bath from the 1st

to the 3rd.

We'll see you on the first, then Mr King.

Client: Thank you. Good-bye.

Employee: Good-bye, sir.

Notes 注释

1. 还可以说:

Just a moment, please, sir (madam).

请稍等一会儿,先生(夫人)。 Hold on a moment, please, sir (madam).

请等一下,先生(夫人)。

Could you hold on a moment, please, sir (madam)?

请您稍候,好吗? 先生(夫人)?

Vocabulary 词汇

confirm /kən'fə:m/ v. t. 确定,使有效。

guarantee /'gærənti:/ v. t. 保证,担保

shower /'ʃauə/ n. 淋浴

waiting list /'weitiŋ list/ n. 登记等候的申请人名单

译文

2. 预订人不知道住多久

雇员: 接待部,能帮您忙吗?

预订人: 好,我想为两个人定一个房间我们计划在一号到尼斯,可我们不知道住多久,可能是三至八天。

雇 员：您要带浴盆的房间，还是带淋浴的呢？

预订人：带浴盆的房间。

雇 员：请等一下，先生。

.....

我们可以确定一号、二号和三号有房间，可是因为您不确定要住多久，三号以后我们就无法保证能给你们提供房间了。

预订人：那么，没有房间怎么办呢？

雇 员：我们可以在排号名单上给你们登记，也可以替你们在别的旅馆里找房间。

预订人：那好吧。

雇 员：是谁订的房间？

预订人：是阿尔弗雷德·金先生。

雇 员：阿尔弗雷德·金先生从一号至三号订一间带浴盆的双人房间。那么，金先生，一号见。

预订人：谢谢，再见。

雇 员：再见。

Exercise

Complete the following dialogue:

Employee: Reception, can I help you?

Client: Yes. I'd like to _____ a _____ two, please. We _____ to arrive _____ Nice _____ the 1st, but we don't _____ how _____ we'll be staying. It could be anything _____ three to eight days.

Employee: _____ you like a room with bath or _____?

Client: _____ bath.

Employee: One _____, please, sir.

...

We can _____ a room for the 1st, 2nd and 3rd, but _____ you're not sure how _____ you'll be _____, we _____ be able to _____ you a room after the 3rd.

Client: And what if there isn't any room then?

Employee: We can either _____ you on a _____, or we can find you a room in another hotel.

Client: Fine.

Employee: _____ the booking for?

Client: Ar Alfred King.

Employee: Alfred King, a double with _____ from the 1st to the 3rd.

We'll _____ you on the 1st then, Mr King.

Client: Thank you. Good-bye.

Lesson 3

Dialogue

Finding out how the bill will be paid

Employee: Reservations, can I help you?

Client: I'm calling from London. I'd like to book a single room with shower for Mr George Harmon for the 8th and 9th of November.

Employee: Just a moment, please, madam.

...

Yes, I can book him a room for the 8th and 9th. What did you say the name was?

Client: Mr George Harmon

Employee: Who's making the reservation, please?

Client: His secretary, Miss Ann Dawson.

Employee: How will he be paying,¹ madam?

Client: His company will pay.

Employee: Which company does he work for?

Client: Garland Distribution Ltd.

Employee: Since the company is located in another country, you'll have to send us a deposit. Is the company willing to cover all expenses?

Client: Yes.