

实用英语经典读物
双色版

Practical

English of Hotel & Restaurant



实用宾馆与餐饮业英语

梭伦◎主编

话题导言○情景对话○典型句型○高频词汇

本书面向餐饮行业第一线的服务人员，适于有一定英语基础水平的英语学习者使用。也可供英语爱好者扩展知识面、提高英语水平之用。

中国纺织出版社

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前言

随着外国来华的游客的日益增多,酒店行业亟需专业素质过硬、英语表达能力强的管理人才。澳大利亚旅游与酒店管理学院中国项目主任内森·考内根先生曾提到:国际酒店巨头纷纷在华推出雄心勃勃的发展计划,充分反映了中国酒店业目前规模的高速发展。在这一背景之下,具有优秀外语能力的酒店员工将备受领导的青睐。

为了帮助更多的酒店员工提升英语水平,我们精心修订再版了这本《实用宾馆与餐饮业英语》。该书的特色如下——

内容全面:一共分为 24 单元,涵盖了酒店各个核心服务部门的内容,并且按照工作流程编排结构。

形式新颖:每一单元分别从话题导言、情景对话、典型句型、高频词汇等 5 方面介绍知识,使得学习更加轻松方便。

实用性强:本书的许多资料均来自于高级酒店,便于酒店参考借鉴。

查找快捷:你可以随意挑选自己感兴趣的话题,学习其中的薄弱环节,具有针对性。

本书面向餐饮行业第一线的服务人员,适于有一定英语基础或已达初级英语水平的英语学习者使用。也可供英语爱好者扩展知识面、提高英语水平之用。

编 者

2009 年 7 月

Contents 目录

1	第一部分 Front Desk 前台服务
3	Unit 1 Room Reservation 房间预订
17	Unit 2 Reception 登记入住
31	Unit 3 Information 问讯服务
45	Unit 4 Telephone 电话服务
57	Unit 5 Exchanging Foreign Currencies 兑换外币
67	Unit 6 Check - out 结账退房
75	第二部分 Housekeeping 客房服务
77	Unit 7 Showing the Room 带客进房
86	Unit 8 Cleaning the Room 清扫服务
95	Unit 9 Laundry Service 洗衣服务
107	Unit 10 Room Service 送餐服务
119	Unit 11 Maintenance Service 维修服务
130	Unit 12 Extra Service 额外服务

139	第三部分 Food & Beverage 餐饮服务
141	Unit 13 Table Reservation 餐位预订
148	Unit 14 Greeting the Guests 迎客服务
158	Unit 15 Taking Orders 点菜服务
169	Unit 16 Serving Dishes 上菜服务
179	Unit 17 Complaint 处理投诉
187	Unit 18 Paying the Bill 结账买单
197	第四部分 Other Services 综合服务
199	Unit 19 Bar Service 酒吧服务
209	Unit 20 Business Center 商务中心
222	Unit 21 Recreation Center 康乐中心
237	Unit 22 Shopping Center 购物中心
251	Unit 23 At the Barbershop 美发中心
259	Unit 24 Emergency 紧急情况
267	APPENDIX 附录
267	Public Notice in Hotels 酒店告示常用语

第一部分

Front Desk

前台服务

房间预订
登记入住
问讯服务
电话服务
兑换外币
结账退房

Unit 1

Room Reservation

房间预订

Topic Introduction 话题导言

客房预订的常见形式:

(1) 临时性预订 (Simple Reservation): 指客人在即将抵达, 或在抵店的当天进行的预订。酒店有权在下午 6 点前取消。

(2) 确认性预订 ((Confirmed. Reservation): 指酒店答应为预订者保留客房至某一时间, 但如果客人到了截止时间 (Cut-off Time) 仍未抵店, 又未通知酒店有关推迟抵店情况的, 酒店可将其预订的客房另租给其他客人。

(3) 保证性预订 (Guaranteed Reservation): 以上的两种方式都属于非保证性预订 (Unguaranteed Reservation)。如果客人要确保酒店保留其预订的房间, 就可以采用保证性预订, 通过使用信用卡、预付订金、订立合同等方法, 来确保酒店应有的收入; 而酒店则必须保证为其提供所需的客房, 除非接到了预订者取消订房的通知, 否则即使客人未抵店, 也应保留客房至次日退房结账时限为止。

Situational Dialogs 情景对话



1. Local Reservation 本地预订

C = Clerk(前台职员)

G = Guest(宾客)

C: Good morning. This is room reservation. May I help you, sir?

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

C: Thank you, sir. Which date would that be?

G: From October 15 to 17.

C: How many nights will you be staying?

G: Three nights.

C: How many guests are in your party?

G: Only my wife and I.

C: What kind of room would you prefer, a double or a twin room?

G: A twin room, please.

C: Could you hold the line, please? I'll check if there's a room available for those days. Thank you for waiting, sir. We have a twin at HK \$ 1000 and HK \$ 1500. Which would you prefer?

G: We'll take the one at HK \$ 1500.

C: 早上好,这是客房预订部,能为您效劳吗?

G: 噢,我想预订一个房间。

C: 谢谢您,要订哪天的?

G: 从10月15日到17日。

C: 要住几晚呢?

G: 3个晚上。

C: 您一行共有多少位客人呢?

G: 只有我太太和我。

C: 你喜欢什么样的房间,是一张双人床的还是两张单人床的房间呢?

G: 我要一间两张单人床的房间。

C: 请别挂断好吗?我要查查那几天有没有空房。先生,让您久等了,我们有港币1000元和1500元的两张单人床的房间,您喜欢哪一间?

G: 我们要订1500元的。

C: Certainly, sir. May I have your name and initials, please?

G: Yes, it's Carruthers T. E.

C: Can you tell me how to spell that, please?

G: C, A, double R, U, T, H, E, R, S.

C: Mr. Carruthers. May I have your phone number, please?

G: Yes, the number is 06-321-2345.

C: 06-321-2345. Is this your home phone number?

G: Yes, it is.

C: What time do you expect to arrive, sir?

G: Oh, around 5 p. m. I suppose.

C: I'd like to confirm your reservation. A twin room for Mr. and Mrs. Carruthers at \$ 1500 per night for three nights from October 15 to 17. My name is Steve and we look forward to serving you.

C: 好的, 先生, 请告诉我您贵姓及名字的第一个字母好吗?

G: 好的, 我叫凯鲁瑟斯 T. E.。

C: 请告诉我怎么拼好吗?

G: C, A, 两个 R, U, T, H, E, R, S。

C: 凯鲁瑟斯先生, 请给我您的电话号码好吗?

G: 好的, 号码是 06-321-2345。

C: 06-321-2345。这是您家里的电话号码吗?

G: 是的。

C: 先生, 您预计什么时候抵达?

G: 嗯, 我想是下午 5 点左右吧。

C: 我要再确定一下您的预订。凯鲁瑟斯夫妇要一间两个单人床的双人房间, 每晚 1500 元。从 10 月 15 日到 17 日三晚。我叫史蒂夫, 期待能为您服务。

2. Reservation for Others 为他人预订房间

C = Clerk(前台职员)

G = Guest(宾客)

C: Good morning. Room reservation. May I help you, sir?

C: 客房预订部, 您早, 能为您效劳吗?

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

C: Thank you, sir, for which date?

G: For one week. From November 1 to 8.

C: What kind of room would they prefer?

G: A double room. He'll come with his wife.

C: Could you hold the line, please? I'll look into our booking situation. Thank you for waiting. I'm afraid we have no double rooms, but we do have some twin rooms at HK \$ 1000 and HK \$ 1500 available.

G: The one at HK \$ 1500 sounds fine.

C: Certainly, sir. May I know the name of your colleague and his wife?

G: Mr. and Mrs. Vernon Williams.

C: Thank you. May I have your name and telephone number, please?

G: Yes, it's 585-2311, extension 1201. I work in IBM Taiwan Corporation. My name is Dan Smith.

C: We do offer special rates for your company, sir. For a twin room there is a 10% discount. Shall we charge this to your colleague directly?

G: 我想替一位同事预订房间。

C: 谢谢您, 先生, 要订哪天的?

G: 从 11 月 1 日到 8 日, 总共一个星期。

C: 他们喜欢什么样的房间?

G: 一间双人床的房间, 他太太要陪他来。

C: 请别挂断好吗? 我来看一下本店订房的情况……让您久等了, 我们恐怕没有双人床的房间, 但是我们还有几间价位是港币 1000 元和 1500 元的两张单人床的房间。

G: 1500 港币的听起来还蛮不错的。

C: 好的, 能告诉我您同事夫妇的姓名吗?

G: 华依·威廉姆斯夫妇。

C: 谢谢, 能告诉我您的姓名和电话号码吗?

G: 好的, 585-2311, 转 1201。我在台湾 IBM 公司工作, 我叫丹·史密斯。

C: 先生, 本店提供特价给贵公司, 双人间打九折。我们是直接向您的同事收费吗?

G: No, to my company, please.

C: To which department should the bill be made out?

G: To the Accounting Department, please.

C: May I have their flight number and arrival time?

G: It's Pan American Flight 512. His flight arrives at 3 p. m. , so he will be there by 6 p. m. at the earliest.

C: Thank you very much. My name is Johnson. If you have any further inquiries, please don't hesitate to contact me.

G: 不,请向我公司收费。

C: 这份账单应该送到哪个部门?

G: 请寄到会计部。

C: 您知道他们的航班和抵达时间吗?

G: 知道,泛美 512 次班机,下午 3 点抵达,所以他最早应该下午 6 点到贵店。

C: 非常感谢,我叫约翰逊,如果您想进一步询问的话,请尽管跟我联系。

3. Overseas Reservation 海外来预订房间

C = Clerk(前台职员)

G = Guest(宾客)

(Confirms arrival date and time)

C: May I have your airline and flight number, please?

G: Pan American Flight 002 departing from New York on May 8.

C: May I know your arrival time at Beijing International Airport, sir?

G: Yes, it's 3 p. m. local time.

(确认抵达时期和时间)

C: 请告诉我您搭乘的航空公司及班机号码好吗?

G: 5 月 8 日由纽约起飞的泛美 002 次班机。

C: 先生,能告诉我您抵达北京国际机场的时间吗?

G: 是当地时间下午 3 点。

C: You will be arriving at 3 p. m. local time on May 9 on Pan American Flight 002 from New York?

G: That's it.

C: Where can we contact you in Hong Kong?

G: Well, care of my Kowloon agent, Li-hua Trading Company. The phone number is (06) 203-6851.

C: (06) 203-6851. Thank you, sir. We look forward to serving you. Have a safe trip.

C: 您将搭乘由纽约起飞的泛美 002 次班机, 于 5 月 9 日本地时间下午 3 点到达。

G: 就是这样。

C: 在香港我们可以通过哪个单位与您联系?

G: 哦, 可以由我的九龙代理商丽华贸易公司转告我。电话号码是 (06) 203-6851。

C: (06) 203-6851, 谢谢您, 先生。我们期待能为您服务。祝您旅途平安。

4. When the Hotel is Occupied 酒店客满时

C = Clerk (前台职员)

G = Guest (宾客)

C: Which date would that be?

G: For the night of May 5 for one night.

C: Could you hold the line, please? I'll check our room availability for that day. . . . Thank you for waiting, sir. I'm afraid our hotel is fully booked on that night. Is it possible for you to change your reservation date?

G: No, I'm afraid it's impossible.

C: 要订哪天的?

G: 订 5 月 5 日一个晚上。

C: 请别挂断, 我要查一下那天的空房间……谢谢你, 让您久等了, 先生。本店那晚的房间恐怕登记满了, 您可不可以改变预订日期?

G: 不, 恐怕不可能。

C: We might have cancellations. Could you call us again later on this week?

G: Sure, but if you do have any cancellations, could you let me know as soon as possible?

C: I'm sorry, sir, but we are unable to do that for you. We would appreciate it very much if you could call us instead.

G: Well, if that's the case. . . /OK, let me think. . .

C: We're very sorry, sir. We do hope you understand.

C: 或许有人会取消预订,请您在这周过些时候再打电话过来好吗?

G: 好的,如果真有人取消,能不能尽快让我知道呢?

C: 先生,非常抱歉,我们不能那样做,如果改由您打电话来,我们将会非常感谢。

G: 哦,如果是这样……/噢,让我想想……

C: 先生,非常抱歉,真希望您能谅解。

5. Changing the Reservation Date 更改预订住宿日期

C = Clerk(前台职员)

G = Guest(宾客)

C: Room reservation. May I help you, sir?

G: Yes, my name is Adams, and I made a reservation for three nights from March 5. I'd like to extend it for two more nights until the 9th.

C: For five nights from March 5 to 9.

G: That's right.

C: Do you want any change in your room type? Your reservation is for a twin room.

G: No, thank you.

C: 客房预订部,能为您效劳吗?

G: 我叫亚当斯,我预订了从3月5号起三个晚上的房间,我想再延长两个晚上一直到9号。

C: 从3月5日到9日五个晚上。

G: 对。

C: 要不要更改房间的种类呢? 您所预订的是两张单人床的双人房。

G: 不要了,谢谢。

C: You are welcome, sir. We will extend the reservation (make the cancellation/the correction/the change) for you.

6. Cancelling a Reservation 取消预订

C = Clerk(前台职员)

G = Guest(宾客)

C: Room reservation. May I help you, sir?

G: I'd like to cancel a reservation.

C: In whose name was the reservation made?

G: Claude Rigell.

C: Could you tell me how to spell that, please?

G: R, I, G, E, double L.

C: What was the date of the reservation?

G: From February 27 for three nights.

C: Excuse me, but is the reservation for yourself or for another party?

G: It's for my boss.

C: May I have your name and phone number, please?

G: Yes, it's Christiane Fabre and my phone number is 245-3971.

C: 不用谢,我们会为您延长(取消/改正/变更)预订期限。

C: 客房预订部,能为您效劳吗?

G: 我要取消一项预订。

C: 那是以谁的名字预订的?

G: 克劳德·雷杰尔。

C: 能告诉我怎么拼吗?

G: R, I, G, E, 两个 L。

C: 预订的日期?

G: 从2月27日起三晚。

C: 劳驾,这项预订是为您自己还是为别人订的呢?

G: 是为我老板订的。

C: 请告诉我您的姓名及电话号码,好吗?

G: 好的,我叫克丽斯汀·法布蕾,电话号码是245-3971。

C: Thank you, ma'am. I'll cancel Mr. Rigell's reservation from February 27 for three nights. My name is Johnson and we look forward to another chance to serve you.

C: 谢谢您,女士,我会取消雷杰尔先生自2月27日起三晚的预订。我叫约翰逊,我们期待另有机会为您服务。

Typical Sentences 典型句型



1. Do you have one single room for two nights?

可以给我一个单人房住两晚吗?

2. Who's making the reservation, please?

请问哪一位要预订客房?(电话用语)

3. What kind of room do you prefer?

你喜欢什么样的房间?

4. I'm sorry, but all the rooms are occupied for next week.

很抱歉,下星期所有的客房已满。

5. How many nights do you want to stay here?

你想住几天呢?

6. How much is the room?

一间多少钱?

7. I'd like to reserve a double room.

我想预订一个双人房间。

8. For which date?

要订哪天的?

9. What kind of room do they want?

他们想要什么样的房间?

12. Would you like us to charge this to your company directly?

您要我们直接向贵公司收费吗?

13. A single room is US \$ 60 per night, a 10% tax and a 10% service charge extra.

单人间每晚 60 美元,另外还要加算 10% 的税金和 10% 的服务费。