

示范性高等职业教育精品规划教材

旅游与酒店管理专业

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酒店 实用英语

PRACTICAL ENGLISH
FOR HOTELS

主编/江波 李啟金 副主编/蒋红 盛夏



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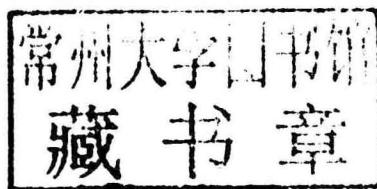
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旅游与酒店管理专业

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Practical English for Hotels

主 编：江 波 李啟金
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内 容 提 要

本书是为高职高专院校旅游专业学生开发的全新英语教材,以酒店行业的工作场景、过程和典型工作环节为参照组织内容,涉及酒店前厅、客房、餐饮、康乐各部门,共19个单元,可供一到两学期使用。本书根据主要工作任务所需的英语知识和技能设计英语学习任务,注重培养学生用英语从事酒店相关工作的能力,真正体现职业性与实用性。

本书可作为高职高专院校旅游相关专业学生的学习用书,也可作为酒店等餐饮业员工的培训用书。

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前言

Preface

进入 21 世纪以来,我国社会经济发生了重大的变化,蓬勃发展的旅游市场让人们感受到旅游服务与管理人才培养的紧迫性。在这种背景下,旅游教育也随之发生了巨大的变革,人才的培养已从过去的封闭、单一型的教育转向开放、复合型的教育。为了适应高职高专院校旅游英语教材与教法改革的需要,加快实用型和应用型旅游人才的培养,我们编写了这本《酒店实用英语》,供旅游相关专业教学、培训和实训使用。

本书的突出特点体现在以下方面。

1. 专业实用性强

语言教学的目的是使学生能够使用所学语言进行交际和工作,因此,本书内容紧密围绕酒店实际工作岗位需要编写,体现酒店相关工作的特点,涵盖整个工作流程。

2. 教学活动设计新颖

无论是学习语言知识还是练习语言技能,通过语言的实践活动来进行效果最好。因此,本书中无论是知识性内容还是技能性内容,都尽可能以任务活动形式编写,包括讨论、分析、协商和探究等。这样的活动有助于提高用英语解决实际问题的能力,而不是机械性地照搬工作用语来应付工作的需要。

3. 强调语言应用能力的培养

本书注重语言技能的综合运用,以酒店主要部门为主线,根据酒店运作实际情况分为五个部分(Part),各部分分为三到五个单元,每个单元为一个主题,涉及酒店某个工作部门工作的一到多个方面。每个单元由以下模块组成。

1) Learning Outcome: 提出本单元学习目标。

2) Warm up: 从学生已有知识出发,引入本单元的学习内容,以提问、图片描述、词汇连线等形式为主,具有知识性和趣味性。

3) Speak & Drill: 以两到三个对话为重点,配以与对话相关的练习,如提问、填空、角色扮演和讨论等。

4) Read & Act: 阅读文章内容涉及岗位任务所需的语言及专业背景知识,弥补高职

高专学生英语学习中相对薄弱的方面,有助于提高英语专业知识水平,其后的练习以阅读理解(提问、对错判断、翻译等)为主。

5) **Group Work**: 结合本单元已经学习的知识和技能,在课堂上以小组形式完成综合练习,提高语言的实践能力,形式多样,内容丰富。教师可以根据实际情况,适当提高或降低活动的要求和难度。

6) **Writing**: 紧紧围绕本单元话题,模仿范文进行写作,内容涉及客房预订单、入住登记表、服务推广卡、结账单等,培养和提高学生的专业写作技能,为将来走向工作岗位打好基础。

本书从体例安排到内容设置,从知识点的归纳到教法的运用,都进行了大胆探索和尝试。本书可作为高职高专院校旅游和商务等专业的专业英语教材,也可供从事酒店和旅游工作的人员参考使用。

本书由多年从事旅游英语教学并积累了丰富教学经验的教师编写。湖北大学职业技术学院武昌校区(湖北省旅游学校)江波、李啟金担任主编。参加编写人员有湖北大学职业技术学院武昌校区(湖北省旅游学校)江波(编写第五部分三个单元)、蒋红(担任副主编并编写第二部分前三个单元)、陈本标(编写第一部分四个单元)、江华(编写第三部分前两个单元)、宋玉波(编写第四部分前两个单元),湖北三峡职业技术学院盛夏(担任副主编并编写第二部分第四单元和第三部分第四单元及第四部分第三单元),长江职业学院欧阳琼(编写第三部分第三单元),十堰职业技术学院黄婷和汤浩(共同编写第三部分第五单元和附录)。

由于编者水平所限,本书疏漏和不足在所难免,如在使用本书的过程中有任何意见或建议,敬请向编者(电子信箱:jiang_b_edi@tom.com)提出宝贵意见。

编者

2011年4月

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Part One

Front Office



Unit 1

Reservations



Learning Outcome

In this unit you will learn:

- Procedures of room reservations
- Techniques of accepting a booking
- Knowledge of different types of rooms



Warm up

Work with your partners to think of at least five words or expressions that can be used to talk about the following topics. An example is given for each topic.

1. About types of rooms related to a hotel

single room

2. About departments related to a typical hotel

Front Office

3. About expressions related to the location of a hotel

close to

4. About adjectives to describe a room

quiet

5. About items related to personal information

address

Speak & Drill

Words and Expressions

- executive *adj.* 行政的
- conference *n.* 会议, 讨论会
- standard *adj.* 标准的
- deluxe *adj.* 高级的, 豪华的
- suite *n.* 一套房间, 套房
- facility *n.* 设备, 设施
- equip *v.* 配备, 装备
- minibar *n.* (旅馆客房中的) 冰箱酒柜
- guarantee *v.* 保证, 担保, 确保

- availability *n.* 可用性
- cancellation *n.* 取消, 取消预订
- recommend *v.* 推荐, 建议
- rural *adj.* 农村的, 乡村的
- orient *n.* 东方
- brand-new *adj.* 崭新的, 全新的
- luxurious *adj.* 奢侈的, 豪华的
- appreciate *v.* 赏识, 重视, 欣赏

Episode 1: Making a room reservation

C: Clerk	G: Guest
----------	----------

(Situation: Two guests Mr. Smith and Mr. Black, executive managers of Bank of England are going to a conference in Beijing. Now Mr. Smith is calling to make a reservation.)

C: Beijing Grand Hotel. Reservation Office. Can I help you?

G: I'm calling from London. I'd like to book two executive rooms in your hotel.

C: What kind of executive rooms would you like, sir? We have standard executive rooms and deluxe executive suites.

G: What facilities have you got in standard executive rooms?

C: Every standard executive room is equipped with a TV set, a minibar, a computer, as well as IDD and DDD system.

G: OK. I'll have two standard executive rooms then.

C: When for, sir?

G: March 15th.

C: And your departure date, sir?

G: March 18th.

C: Would you like breakfast?

G: No. Thanks.

C: Can you give me your name, please?

G: Bill Smith. B-I-L-L S-M-I-T-H.

C: Thank you, Mr. Smith. Two standard executive rooms without breakfast from March 15th to March 18th.

G: That's right. One more thing, could you tell me how to guarantee the reservation?

C: I will just need your credit card number and I will take care of the other things.

G: 4155 4568 9432 7749, Visa card.

C: Thank you, Mr. Smith. We'll be looking forward to seeing you.

G: That's fine. Thank you. Goodbye.

C: Goodbye.

Episode 2: We are fully booked

C: Clerk	G: Guest
----------	----------

(Situation: A guest makes a call to make a reservation.)

C: Good morning. Reservation Desk. May I help you?

G: I'd like to make a reservation.

C: Which date would that be?

G: For June 10th, for one night.

- C: Could you hold the line, please? I'll check the room availability on the computer for that day... Thank you for waiting, sir. I'm afraid our hotel is fully booked on that day.
- G: Oh, that's too bad.
- C: Would you like us to put you on the waiting list and call you in case we have a cancellation?
- G: Thank you. That's very kind of you. But could you recommend me another hotel?
- C: Yes, of course. Where would you like to stay, in the downtown or in the suburbs?
- G: In the downtown.
- C: In that case, I would suggest that you try the Orient Hotel.
- G: Do you know the room rate for a single room in that hotel?
- C: Well, a single room would cost you between \$ 100 and \$ 120.
- G: Do you mind telling me what the Orient Hotel is like?
- C: It is a brand-new five-star hotel. It is very luxurious. Though it is not well-known, it is as busy and convenient as ours.
- G: By the way, do you know their telephone number?
- C: Yes, it is 5388-6666.
- G: Thank you very much. I really appreciate your help. Goodbye.
- C: Goodbye.

Notes

- reservation desk 预订部
- the Orient Hotel 东方酒店
- IDD and DDD system 国际和国内长途直拨 (IDD, International Direct Dialing; DDD, Direct Distance Dialing)
- And your departure date, sir? 先生, 请告诉我离店日期, 好吗?
- Could you hold the line, please? 请您别挂电话, 好吗?
- Would you like us to put you on the waiting list and call you in case we have a cancellation? 我们把您的名字列入候房名单, 一旦有人取消预订就打电话通知您, 好吗?
- Where would you like to stay, in the downtown or in the suburbs? 您愿意住在城区还是郊区?
- I really appreciate your help. 多谢你的帮助。
- Types of rooms (房型):

❖ single room 单人房	❖ double/twin room 双人房
❖ suite 套房	❖ extra bed 加床
❖ non-smoking room 无烟房	❖ standard king 标准大床房
❖ standard twin 标准双人房	❖ standard queen 标准单人房
❖ junior suite 简单套房	❖ deluxe suite 豪华套房
❖ business suite 商务套房	❖ executive suite 行政套房
❖ presidential suite 总统套房	

A. Complete the following dialogue.

C: Clerk G: Guest

C: Good morning. _____ (客房预订部。我能为您效劳吗?)

G: I'd like to make a reservation.

C: _____ (您需要什么类型的房间, 单人房还是双人房?)

G: A double room for me and my wife, and a twin-bed room for our children.

C: _____ (请问是什么时间?)

G: From Sept. 12th to Sept. 16th.

C: Just a moment, please. _____ (让我查一下预订记录, 看看是否有空房。) ... Yes, we can reserve you the rooms.

G: Are the two rooms on the same floor?

C: Sure. They are adjoining rooms.

G: Thanks. I will take them.

C: _____ (告诉我您的姓名好吗?)

G: John Smith.

C: Thank you. _____ (我们期待着您的光临。)

G: Thanks. Goodbye.

B. Role-playing.

Scene 1

Guest: Your name is Jane Smith. You step in to reserve a room for your boss. All the rooms in the hotel have been booked up. Your boss prefers to stay in this hotel.

Clerk: You check the reservation list and tell the guest there is no room available at the moment. You can put the guest on the waiting list or find a room in another hotel. You will contact the guest when there is a cancellation.

Scene 2

Guest: Your name is Helen Taylor. You're Mr. Paul Wilson's secretary at GE company. You'd like to book a suite for Mr. and Mrs. Wilson for July 3rd in Beijing. Your telephone number is 536-4520. You want to know the room rate.

Clerk: You're a clerk at the reservation desk. After checking you can confirm the booking for a suite. You'd like to know who's making the reservation and what her telephone number is.

C. Discussion.

If you are a clerk at the reservation office of a hotel, what do you think should be taken into consideration in accomplishing a reservation? Discuss this subject with your partners. The following points can be noted for your reference.

Basic points for your reference:

- type of rooms
- dates of arrival & departure
- room rate
- guest name
- number of persons
- telephone number
- e-mail
- company name

Read & Act

Words and Expressions

- | | |
|------------------------------------|-------------------------------------|
| ▣ hub <i>n.</i> 中心 | ▣ adept <i>adj.</i> 熟练的, 擅长的 |
| ▣ maximize <i>v.</i> 使……达到最大, 充分利用 | ▣ procure <i>v.</i> 取得, 获得 |
| ▣ slot <i>n.</i> 间隙 | ▣ division <i>n.</i> 部门 |
| ▣ retrieve <i>v.</i> 检索 | ▣ database <i>n.</i> 数据库 |
| ▣ outstation <i>n.</i> 外设办事处 | ▣ coordination <i>n.</i> 协调, 合作, 协作 |
| ▣ revenue <i>n.</i> 收入, 收益 | ▣ counter <i>v.</i> 抵消 |
| ▣ property <i>n.</i> 资产, 所有物 (总称) | |

Reservations

The principal role of reservations is to book rooms in advance. This section is the hub of the department as it must maximize the sale of rooms. Room space is “perishable” as it is linked with the time. A time period not sold is lost forever. The challenge is to ensure that these time slots are fully sold.

Requests for reservation of rooms come from various sources and the information is processed, properly documented, stored and retrieved at the appropriate time to ensure a guest gets the room at the time of arrival. Most hotel bookings are made through reservations because travellers come from outstation. Very few would be walk-ins — a term used for those without reservations. Large chains may have their own centralized reservation systems while independent ones may be linked to an international reservation system. The purpose of this strategy is to increase the reach of independent hotels to a larger travelling public.

The reservation agent is an important person who can contribute to the room revenues of the property by adept management of rooms and up selling. He/She is no longer a clerk recording reservations but a person who actually sells rooms and procures that extra dollar. In fact, many sales executives started their career as reservation agents. Because of the importance of the reservations function, the reservation agent reports directly to the Front Office manager who work closely with the agent to maximize the sale of rooms. The reservations section must work closely with the sales and marketing division to ensure that room sales are maximized. Many reservation databases are networked with the sales division to ensure total coordination in room availability.

Overbooking is a fine art to maximize room sales. It counters cancellation of bookings. This art is developed with experience of the hotel reservation history. The development of technology has helped reservation agent to keep an accurate account of rooms through specialized software.

A. Read the passage and then mark the following statements T (True) or F (False) .

1. () The main task of reservations section is to maximize the sale of rooms.
2. () Room space will no more be in existence if not sold.
3. () Guests without reservations are called “walk-ins”.
4. () The reservation agent can contribute to revenues of the property by adept management of rooms and up selling.
5. () The reservation agent doesn't need to report directly to the Front Office manager.
6. () In order to ensure total coordination in room availability, many reservation databases are networked with the sales division.
7. () Hotels adopt overbooking to counter cancellation of bookings.
8. () Specialized software has helped reservation agent to keep an accurate account.

B. Answer the following questions.

1. What is the main idea of this passage?

2. What is the main task of a reservation agent?

3. What is the role of reservations in hotel operation?

4. What is the significance of overbooking?

C. Put the following into Chinese.

1. This section is the hub of the department as it must maximize the sale of rooms.

2. Requests for reservation of rooms come from various sources and the information is processed, properly documented, stored and retrieved at the appropriate time to ensure a guest gets the room at the time of arrival.

3. Large chains may have their own centralized reservation systems while independent ones may be linked to an international reservation system.

4. She is no longer a clerk recording reservations but a person who actually sells rooms and procures that extra dollar.

5. The reservations section must work closely with the sales and marketing division to ensure that room sales are maximized.

Group Work

Describe different types of rooms according to the aspects listed in the table.

Step 1: Divide the class into several groups.

Step 2: The teacher should prepare several pictures of different types of hotel rooms beforehand, and distribute one picture of a hotel room to each group.

Step 3: Ask students to observe the picture and write down the distinctive features of the room.

Step 4: After 15 minutes, select one or two students from each group to describe the room and then invite students from other groups to tell what type of room has just been talked about.

Step 5: Close by asking all groups to state their opinions on the descriptions.

Room size	big, small, moderate, medium-sized, spacious
Decoration	with pictures on the wall, elegant lights, color wallpaper, big or small windows
Equipment	air-conditioner, TV set, minibar, Internet connection, IDD system, bath, shower
Types of beds	single, double, twin, queen-sized, king-sized
Furniture	sofa, armchair, desk, tea-shelf, wardrobe
Rooms included	bedroom, living room, bathroom

Writing

客房预订单

Tips 客房预订单是酒店记录和确认客户信息的凭据, 通常包含以下内容: 客人姓名、到达和离店日期、房间类别、房价付款方式等。

A Sample Reservation Form

RESERVATION FORM

<input checked="" type="checkbox"/> Mr.	<input type="checkbox"/> Ms.	<input type="checkbox"/> Mrs.
Personal Information:		
Family Name: Smith		First Name: John
Complete Address: ...		
City: New York	Country: U. S. A.	Nationality: American
Telephone: 325-3786		Fax: 325-3756
E-mail: smith@gmail. com		
Company/Organization: GE		
Profession: Engineer		
Arrival Date: June 2nd		Departure Date: June 5th
Payment Information:		
Accommodation will not be confirmed unless one of the payment methods listed below is used to guarantee your reservation.		
<input checked="" type="checkbox"/> Visa	<input type="checkbox"/> MasterCard	<input type="checkbox"/> American Express <input type="checkbox"/> Bank Transfer
Credit Card Number: 4735 0028 2547 3259		Expiry Date: 10/2011
Card Holder's Name: John Smith		