



高等院校旅游专业系列教材
旅游企业岗位培训系列教材

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新编饭店实用英语 听说教程

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内 容 简 介

本书从培养高级应用型人才的总体目标出发,根据国际旅游饭店业发展的新形势和新特点,依照旅游饭店服务与管理活动的全过程,主要介绍旅游饭店各相关部门的服务与管理工作等知识技能,并结合学生毕业后就业的实际需求,注重实践应用。

由于本书构思独特、知识系统、结构合理、流程清晰、内容翔实、突出实用性、注重旅游饭店服务全过程应用能力的培养,且采用新颖、统一的格式化体例设计,因此本书可以作为普通高等院校本科旅游管理专业的教材,也可以作为高职、高等教育自学考试、成人教育以及旅游饭店从业人员的岗位培训用书。

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序 言

随着我国改革开放进程的加快和国民经济的高速发展,交通和通信技术的不断进步,旅游景区挖掘及宾馆饭店设施设备的不断完善提高,居民收入和闲暇时间的增多,旅游日益成为现代社会人们主要的生活休闲方式和社会经济活动;大众化旅游时代已经到来,旅游业也以其强劲发展势头成为全球经济中最具活力的绿色朝阳产业。

根据国家旅游局发布的《2007 年中国旅游业统计公报》显示,2007 年我国旅游业全年共接待入境人数达 1.32 亿人次,同比增长 5.5%,外汇收入达 419 亿美元,同比增长 23.5%;国内旅游人数达 16.1 亿人次,同比增长 15.5%,收入达 7771 亿元,同比增长 24.7%;旅游业总收入首次突破 1 万亿元,达 1.09 万亿元,同比增长 22.6%;出境旅游达 4095 万人次,同比增长 18.6%;中国继续保持全球第四大入境旅游接待国、亚洲最大出境旅游客源国的地位。另外,根据国家旅游协会调查统计,居民因旅游每花 1 元钱,就可以带动相关消费 5 元钱,直接或间接地刺激行业经济、促进 140 多个相关产业的发展。

旅游作为文化创意产业的核心支柱,在国际交往、商务活动、文化交流、赈灾恢复、拉动内需、解决就业、促进经济发展、构建和谐社会、弘扬中华文化等方面发挥着越来越大的作用,因而成为我国服务经济发展的重要产业,在我国经济发展中占有举足轻重的地位。为此,我国为加速旅游业发展、打造新的旅游消费热点,2009 年主推“丝绸之路、长江三峡、万里长城、红军长征(红色旅游)”等 12 条名优特色国家旅游线路。

旅游业发展不仅具有强大的促进经济发展助推作用,而且在强身健体、陶冶情操、修身养性、丰富社会生活方面也有积极的影响,更重要的是旅游对缓解世界政治军事紧张局势、构建国际社会和谐具有极其深刻的政治意义。今年,随着百万人游宝岛活动的开展,通过旅游开启民间人员的广泛交流,进而逐步进行文化交流,先经济合作、后文化交流,最后渗透到政治,最终达到和平统一,实现台湾回归祖国的目的。

当前,随着全球旅游业的快速发展,旅游观念、产品、营销方式、运营方式及管理手段等都在发生着巨大变化,面对国际旅游业激烈的市场竞争,旅游行业的从业者亟须更新观念、提高服务技能、提升业务与道德素质,旅游行业和企业也在呼唤“有知识、懂管理、会操作、能执行”的专业实用型人才;加强旅游经营管理模式的创新,加速旅游经营管理专业技能型人才培养已成为当前亟待解决的问题。

针对我国高等教育“旅游管理”专业知识老化、教材陈旧、重理论轻实践、缺乏实际操作技能训练等问题,为适应社会就业急需,为满足日益增长的旅游市场需求,我们组织多年在一线从事旅游教学和实践活动的国内知名专家教授及旅游企业家共同精心编撰了此套教材,旨在迅速提高大学生和旅游从业者的专业素质,更好地服务于我国已经形成规模化发展的旅游事业。

作为普通高等教育旅游管理专业的特色教材,本系列教材坚持以科学发展观为统领,力求严谨,注重与时俱进;在吸收国内外旅游界权威专家学者最新科研成果的基础上,融入了旅游运营与管理的最新教学理念;依照旅游活动的基本过程和规律,根据旅游业发展的新形势和新特点,全面贯彻国家新近颁布实施的旅游法律、法规和旅游业管理规定;按照旅游企业的用人模式,结合解决学生就业、加强职业教育的实际要求;注重校企结合、贴近行业企业业务实际,强化理论与实践的紧密结合;注重管理方法、管理能力、实践技能与岗位应用的培养训练,采取通过实证案例解析与知识讲解的写法;严守统一的创新型格式化体例设计,并注重教学内容和教材结构的创新。

本系列教材的出版,对帮助学生尽快熟悉旅游操作规程与业务管理,毕业后能够顺利走上社会就业岗位具有特殊意义。

编委会
2009年9月

前 言

旅游作为文化创意产业的核心支柱,在国际交往、丰富社会生活、促进经济发展、构建和谐社会的方面发挥着越来越大的作用,旅游业已成为我国服务经济发展的重要产业,在我国经济发展中占有极其重要的位置。

随着全球旅游业的快速发展,特别是北京奥运会和上海世博会在我国举办,使我国国际间的交往与交流更加频繁;外语是涉外服务的工具、也是对外交流的重要手段,英语作为国际旅行的通用语言和主要的交际工具,学用的质量将直接影响着我国旅游饭店业的服务水平与发展速度。面对国际饭店服务业激烈的市场竞争,加强旅游饭店经营管理模式的创新、加速旅游饭店经营管理专业人才培养已成为当前亟待解决的问题;为满足日益增长的旅游市场需求、为了培养社会急需的饭店专业应用人才,我们组织多年在一线从事旅游饭店英语教学和实践活动的专家教授共同精心编撰了此教材,旨在迅速提高大学生的旅游从业者的专业素质,更好地服务于我国旅游饭店事业。

本教材从培养高级应用型人才的总体目标出发,以学习者应用能力培养为主线,根据国际旅游饭店业发展的新形势和新特点,依照旅游饭店服务与管理活动的全过程,主要介绍旅游饭店各相关部门的服务与管理等工作等知识和技能,注重“互动性、交际性、趣味性和实用性”。

全书共分7大部分,每个部分5个单元、每个单元由5项内容组成。第一部分: Pre-questions,以问题的形式将学习者引入学习的情境。第二部分: Conversations,情景对话。对话情景的选择贴近饭店各相关部门的工作实际,语言简洁,规范,针对性,实用性强,利于学生英语口语交际能力的训练和提高。第三部分: Summary of the Useful Expressions,将本单元应掌握的表达法总结归纳,便于学生学习和掌握。第四部分: Practice Activities,情景练习。根据本单元所学情景配置了形式多样的练习,为学生提供大量的练习机会,使他们在“做中学”,创造性地参与学习过程。第五部分: Knowledge Tips,以补充扩展与本单元内容相关的知识。为了方便教师教学和学生学,本书还聘请了外国专家为书中的对话及听力练习录音,并配有录音光盘,使学习者能模仿规范的语言进行交流。

本书作为高等教育旅游专业的特色教材,针对饭店英语的教学要求、职业能力和培养目标,既注重系统理论知识,又突出实际操作技能和实践训练,力求做到“课上讲练结合、重在掌握,课下会用、能够自如地运用于旅游饭店服务活动中;对帮助学生尽快熟悉业务、从事职业岗位工作具有特殊意义。”

由于本书融入了饭店英语最新的教学理念,具有构思独特、知识系统、结构合理、流程清晰、内容翔实、突出实用性、并注重旅游饭店服务全过程应用能力培养,且采用新颖统一的格式化体例设计;因此本书可以作为普通高等院校本科旅游专业的教材,同时兼顾普通

高校高职、高等教育自学考试、成人教育以及职业教育和旅游饭店从业人员的岗位培训。

本教材由李大军进行总体方案策划并具体组织,赵丽主编并统稿,潘素玲、陈洁为副主编,由刘爱服副教授审定。参编人员有:潘素玲(第一部分),陈洁(第二部分、第七部分),曲琳娜(第三部分),赵丽(第四部分),闵键(第五部分),蔡丽伟(第六部分),陈洁、杨昆、李伟、林群、安锦兰(附录);李晓新负责本教材课件制作。

在编写过程中,我们翻阅了大量有关饭店英语等方面的最新书刊资料,并得到了编委会有关专家教授和旅游饭店业务经理的具体指导,在此特别致以衷心的感谢。由于时间紧、作者水平有限,书中难免存在不足,因此恳请专家和广大读者给予批评指正。

编 者
2009 年 9 月

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Unit One

Front Office

Part A: Reservation & Check-in

Pre-questions

1. What can the reservationist say when greeting the guests and offering help to the guests?
2. What information should be obtained when the guests want to make room reservations?
3. If the hotel is fully booked, how would the reservationist refuse the booking politely?
4. Do hotels give preferential rates to group reservations?
5. What should the receptionist do when the guests check in?

Conversations

Section 1 *Goal ► Making a Reservation*

(A: Reservationist B: Guest)

A: Good morning. Room Reservations. May I help you?

B: Yes. I'd like to book a room at your hotel.

A: What type of room do you want, sir?

B: Single room. What's the room rate?

A: \$96 per night including breakfast.

B: Fine. A single room from April 5th to 8th.

A: May I have your name, your address and your phone number, please.

B: Bill Butler, 289 West 52nd Street on Broadway, New York, USA and my phone number

is 212-546-0112.

A: Mr. Butler, let me repeat your reservation. Your name is Bill Butler, your address is 289 West 52nd Street on Broadway, New York, USA, your telephone number is 212-546-0112 and you want a single room from April 5th to 8th.

B: Exactly.

A: We look forward to your stay at our hotel, Mr. Butler.

B: Thank you. Good-bye.

A: Good-bye.

Key Words & Expressions

reserve [ri'zə:v] v. 预订

type [taip] n. 种类

fine [fain] adj. 太好了

repeat v. [ri'pi:t] 重复

reservation [ˌrezə'veiʃən] n. 预订

stay [stei] v. & n. 逗留

include [in'klud] v. 包括

address [ə'dres] n. 地址

exactly [ig'zæktli] adv. 确切地, 精确地

room rate 房价

single room 单人间

look forward to 期待

Section 2 *Goal* ► *Making Group Reservations*

(A: Reservationist B: Guest)

A: Good morning. What can I do for you, sir?

B: I want to book 5 double rooms and I want to know whether you give any deductions for group reservations.

A: Yes, we have special rates for group reservations. You can get a 5% discount.

B: Marvelous!

A: When do you want the rooms, sir?

B: September 16th to 19th. Do you have rooms free by then?

A: Yes, we do. So you want 5 double rooms from September 16th to 19th.

B: Exactly.

A: Can I have your name and your telephone number, sir?

B: Sure. My name is...

Key Words & Expressions

deduction [di'dʌkʃən] n. 折扣

discount ['diskaunt] n. 折扣

September [səp'tembə] n. 九月

special ['speʃəl] adj. 特殊的

marvelous ['mɑ:vɪləs] adj. 太好了, 太棒了

group reservation 团体预订

double room 双人间

Section 3 Goal ► *Extending the Reservation*

(A: Reservationist B: Guest)

A: Room Reservations. Can I help you?

B: I booked a suite at your hotel from April 6th to 9th and now I want to extend my stay till 11th.

A: Can I have your name, madam?

B: Ann Smith from Sydney, Australia.

A: I have to check if it's possible, madam. Just a minute.

B: Okay. Go ahead.

A: Madam, you have to change your room from 709 to 605 if you want to extend your stay.

B: Do they charge the same?

A: Yes.

B: That's alright, then.

A: You will have to fill in a form, madam.

Key Words & Expressions

extend [ik'stend] v. 延长

April ['eɪprəl] n. 四月

Australia [ɒs'treɪljə] n. 澳大利亚

madam ['mædəm] n. 夫人

suite [swi:t] n. 套间

Sydney ['sɪdni] n. 悉尼

possible ['pɒsəbl] adj. 可能的

charge [tʃɑ:dʒ] v. 收费

go ahead 请吧

fill in a form 填表格

Section 4 Goal ► *Canceling the Reservation*

(A: Reservationist B: Guest)

A: Reservations. May I help you?

B: Yes. I'm calling to inform you that I have to cancel my reservation due to something unexpected happened.

A: How did you make the booking and can I have your name?

B: My name is Bill Butler from Vancouver, Canada and I made the booking by telex last Friday.

A: Let me check, sir.

(*After a while...*)

Yes. Bill Butler from Vancouver, Canada. You booked a single room from June 7th to 9th and you want to cancel the booking.

B: You are right.

A: A moment, please. Your reservation has been canceled, sir. And you can get your advanced deposit back.

B: I'm very sorry to give you so much trouble and I thank you very much.

A: Don't mention it. Bye.

B: Bye.

Key Words & Expressions

inform [in'fɔ:m] v. 通知

unexpected [ˌʌnɪks'pektɪd] adj. 想不到的, 意外的

happen ['hæpən] v. 发生

Canada ['kænədə] n. 加拿大

Friday ['fraɪdi] n. 星期五

trouble ['trʌbl] n. 麻烦

cancel ['kænsəl] v. 取消

Vancouver [væn'ku:və] n. 温哥华

telex ['teleks] n. 电传

check [tʃek] v. 核对

mention ['menʃən] v. 提及

due to 由于

advanced deposit 押金

Section 5 Goal ► Refusing a Reservation

(A: Reservationist B: Guest)

A: Good morning. May I help you?

B: Good morning. I want to book a single room.

A: When do you want it, madam?

B: May 3rd to 6th.

A: I'm very sorry, there is no single room free from May 3rd to 6th. All the single rooms have been fully reserved but we have double rooms during that period, madam.

B: I don't think I'll book a double room.

A: In this case, I suggest you have a look at the Star Hotel. How about I make a phone call to see if they have single rooms free?

B: Thank you very much.

A: My pleasure. Just a minute.

(*A few minutes later...*)

Yes, they do have single rooms free.

B: Great! Where is the Star hotel?

A: It's not far from here, only about ten minutes' walk. You turn right at our hotel gate, go straight ahead until the big shopping mall. The Star hotel is just across the street.

B: I see. Thank you very much indeed.

A: Don't mention it, madam.

Key Words & Expressions

period ['piəriəd] n. 时期, 期间
pleasure ['pleʒə] n. 愉快, 高兴, 满足
ahead [ə'hed] adv. 向前
suggest [sə'dʒest] v. 建议

straight [streit] adj. & adv. 直的, 一直地
mention ['menʃən] v. 提及
trouble ['trʌbl] v. & n. (制造)麻烦

Section 6 Goal ► *Checking in*

(**A: Receptionist** **B: Guest**)

A: Good afternoon. May I help you?

B: Sure. I called to book a room at your hotel a week ago and my name is Eric Gates. I'm from Iowa, the United States.

A: Just a minute, Mr. Gates.

(*After a while...*)

Ah, yes. Eric Gates from Iowa, USA. A single room from today till Thursday, June 6th.

B: Yes.

A: Please fill in a form, sir.

B: There you go. Is that okay?

A: It's perfect. Here is your key card and the key, sir. Your room number is 806, it's on the 8th floor.

B: How can I get to the 8th floor?

A: Don't worry, sir. A bellboy will come and take you up to your room.

B: Thank you very much.

A: You are welcome and enjoy your stay.

B: I will.

Key Words & Expressions

Iowa ['aiəwə] n. 艾奥瓦州

June [dʒu:n] n. 六月

enjoy [in'dʒɔɪ] v. 享受

key card 钥匙卡

Thursday ['θə:zdi] n. 星期四

perfect ['pə:fɪkt] adj. 非常好

bellboy ['belbɔɪ] n. 行李员

Section 7 *Goal ► Group Check-in*

(A: Receptionist B: Guest)

A: Excuse me. Who is the group leader?

B: It's me and my name is Tom Lewis.

A: Welcome to our hotel, Mr. Lewis. Is there any change to your group?

B: No.

A: That's fine. Here are the room keys and all your luggage will be sent up in about 20 minutes.

B: Thank you. Can you tell me your breakfast time?

A: Certainly. Breakfast is served from 7:00 to 8:30.

B: I see.

A: If you need any help, please let us know, Mr. Lewis.

B: Sure. Thank you very much.

A: You are always welcome. And enjoy your stay.

Key Words & Expressions

luggage ['lʌɡɪdʒ] n. 行李

certainly ['sɜ:tənli] adv. 当然

Summary of the Useful Expressions

1. Greetings

- a. Good morning.
- b. Good afternoon.
- c. Good evening.

2. Offering help

- a. Can/May I help you?
- b. What can I do for you?
- c. Are you being attended to, sir?
- d. Is there anything I can do for you, madam?

3. Making a reservation

- a. I'd like to reserve a single room from... to..., please.
- b. Do you have any single rooms free/available from ... to ...?
- c. I'm going to book a suite from ... to
- d. I want to book 4 double rooms for a group of 8 people, please.

4. Accepting a reservation

- a. We can book you a single room from ... to ..., sir.
- b. We do have a double room free from ... to ..., madam.
- c. Yes, there are 4 double rooms available during that period of time, sir.

5. Asking about the room rate

- a. What's the room rate for a double room per night?
- b. How much is a single room with bath?
- c. Is breakfast included?
- d. Can you give me some discount for group reservation?
- e. Is there a deduction for children?

6. Extending the reservation

- a. I booked a suite at your hotel and now I want to extend my stay. I want to stay two more days.
- b. You have to change your room if you want to extend your stay.
- c. Do they charge the same? Do I have to pay more?
- d. No, you don't have to, but you have to fill in a form.