

饭店英语

梁晓蓉 编著

ENGLISH
FOR HOTEL



旅游教育出版社

饭店英语
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English for Hotel

by

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前 言

为帮助饭店服务人员掌握标准的饭店英语会话,提高饭店的服务质量,特向读者献出《饭店英语》一书。

本书分四大部分:前厅、餐饮、客房和商店系列。主要特点在于其对话内容包括了饭店里直接和客人接触的各个部门,既全面,又具体,对所能发生的对话都有涉及。每一单元之后,还附有常用语做为补充,目的在于使饭店服务人员掌握各种英语表达法,以防止那种反复使用一句话的现象。

本书另一大特点在于其对话的语言规范,可以帮助饭店工作人员掌握礼貌待客用语。

本书的部分对话选自 Courtesy English (《饭店礼貌用语》),其余部分选自近年来国内外出版的各种饭店英语书籍。编者根据我国情况做了适当改动,并依照内容进行排列组合。

此外,本书还配有录像,以授课方式,向广大饭店服务人员推广饭店礼貌服务用语,同时介绍饭店礼貌服务注意事宜。书中对话以实景表演表现出来,能够使人从视听角度更生动形象地掌握会话。

本书在编写过程中得到了北京第二外国语学院王超尘副院长的热情关心和帮助以及院计算机教研室的大力支持,谨在此表示感谢。

编 者

1989年4月

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PART ONE —FRONT OFFICE

Unit One

ROOM RESERVATIONS

1. Accepting a Booking

- Clerk Reservations. Can I help you?
- Guest I'd like to book a room, please.
- Clerk When for, sir?
- Guest February 26th.
- Clerk How long do you plan to stay?
- Guest Two nights.
- Clerk What kind of room would you like, sir?
- Guest Er...single with bath.
- Clerk Would you like breakfast?
- Guest No, thanks.
- Clerk Could you give me your name, please?
- Guest Mr. John Davis. D-A-V-I-S.
- Clerk Mr. John Davis. Single with bath for February 26th and 27th.

Guest That's right. Goodbye.

Clerk Goodbye, sir.

Notes

When for? 您哪天要这个房间?

2. We Are Fully Booked

Clerk Good morning. Room reservations. May I help you?

Guest I'd like to make a reservation.

Clerk Which date would that be?

Guest For the night of April 18, for one night.

Clerk Could you hold the line, please? I'll check the 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?

Guest No, that's not possible.

Clerk We might have cancellations. Could you call us again closer to the date?

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

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

Guest Well, if that's the case...

Clerk We're very sorry, sir. We hope you understand.

Notes

hold the line 不要放下电话.

room availability 客房预订情况(是否有空房)

cancellation 取消预订

close to 临近

closer to 再临近些

as soon as possible 尽早地

if that's the case 如果是那样的话...

3. About the Room Rates

Clerk Room Reservations. Good afternoon.

Man I'd like to book a double room for Wednesday next week.

Clerk Very good, sir. A double room for Wednesday, June 11th. With a front view or rear view?

Man What's the price difference?

Clerk A double room with a front view is ¥ 140 per night, one with a rear view is ¥ 115.

Man I think I'll take the one with a front view then.

Clerk How long will you be staying?

Man We'll be leaving Sunday morning.

Clerk That will be four nights, sir. Thank you very much, and we look forward to seeing you next Wednesday.

Man Good. That's all settled then? Goodbye.

Clerk Goodbye.

Notes

a room with a front view 窗户临街的房间

a room with a rear view 窗户背街的房间

That's all settled then? 就这样说定了是吧?

4. Finding out How the Bill Will Be Paid

Clerk Reservations. Can I help you?

Woman 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.

Clerk Just a moment, please, madam. I'll check our room availability for those days.

...

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

Woman Mr. George Harmon.

Clerk Who's making the reservation, please?

Woman His secretary, Miss Ann Dawson.

Clerk How will he be paying, madam?

Woman His company will pay.

Clerk Which company is it?

Woman BAILEY'S Company.

Clerk Since the company is located in another country, you'll have to send us a deposit. Is the