

新编

宾馆餐馆英语

林文涛 林辉明 林文辽 编译



中山大学出版社

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·广州·

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图书在版编目 (CIP) 数据

新编宾馆餐馆英语/林文涛, 林辉明, 林文辽 编译. —广州:
中山大学出版社, 1997.10

ISBN 7-306-01376-9

I. 新… II. ①林…②林…③林… III. 英语-语言读物-服
务业 IV. H319.4:F

中山大学出版社出版发行

(广州市新港西路135号)

广东省英德人民印刷厂印刷 广东省新华书店经销

850×1168毫米 32开本 9.625印张 31.4万字

1997年10月第1版 1997年10月第1次印刷

印数: 1-3000册 定价: 13.80元

前 言

本书参阅了国内外旅馆餐馆的各种新书和资料。旅业服务部分按总服务台、客房等服务部门编排，餐饮服务部分按不同服务方式和中西餐菜式编排。全书选择了不同情景对话百多个，短文六篇，句型和常用语 1 000 余句，中西名菜 1 000 余式。全书有中文翻译，以便于学习。本书适用于宾馆、餐馆服务行业工作人员，也可供旅游业及广大出境旅游者作参考。

本书内容完全是现代英语，语言通俗流畅，生动活泼，不仅可以提高旅餐业服务员的英语口语水平，而且可以了解国内外旅餐业的经营情况和专业知识，以及中餐在国外受欢迎的菜谱。本书由中山大学管理学院旅游酒店管理系陈国强教授审阅，谨此由衷致谢！

编 者

1997 年 3 月

目 录

旅业服务 The Hotel Service

一、选择旅馆、订房 Choosing a Hotel and Room

- Reservations** (3)
1. 旅馆类型 Hotel Types (3)
2. 在旅行社预订旅馆 Making Reservations at a Travel Agency (8)
3. 预订客房 Making Room Reservations (13)

二、开房 Checking-in (19)

4. 开房登记手续 Check-in Procedure (19)
5. 公司付帐开房 On a Company Account (22)
6. 旅游团付帐开房 Tour Group Check-in (24)
7. 确认付款方式 Confirmation of Way of Payment ... (25)

三、接送行李服务 Bellman Service (27)

8. 到总服务台 To the Front Desk (27)
9. 带至客房 Check-in to Room (30)
10. 退房时, 拿行李下楼 To Check Out, Bringing Baggage Down (35)

四、结帐 Checking Out (38)

11. 在结帐台 At the Cashier's Office (38)
12. 付帐 Paying the Bill (42)
13. 解释信用卡限额 Explaining Credit Limits (48)

14. 标准汇兑手续	Standard Exchange Procedure	(50)
五、客房服务部	Room Services	(52)
15. 客房服务	Room Services	(52)
16. 给小酒吧补充饮料	Replenishing the Mini-bar	(58)
17. 早晨叫醒电话	The Morning Call	(60)
18. 收拾房间和提供额外服务	Turn-down and Request for Extras	(62)
19. 需要常备药品	Asking for Simple Medicine	(64)
20. 冲洗胶卷	Having Films Developed	(66)
六、楼面服务台	Floor Service Desk	(69)
21. 换房	Room Change	(69)
22. 洗衣服务	Laundry Service	(70)
23. 电视有故障	When TV Is Out of Order	(74)
24. 保姆(临托)服务	Baby-sitting Service	(76)
25. 问讯台	Information Desk	(78)
26. 寄存和领取物品	Depositing and Collecting Some Items	(85)
27. 留言给住宿旅客	Message for a Staying Guest	(89)
28. 其他服务	Other Services	(93)

餐饮服务 The Food and Beverages Service

29. 餐馆类型	Types of Restaurants	(113)
七、餐桌服务	Table Service	(118)
30. 迎宾送客、咨客、引座	Greetings and Farewells, Inquiries, Having a Seat	(118)
31. 点菜	Taking Orders	(123)
32. 介绍菜式	Recommending Dishes	(132)
33. 上菜	Serving	(134)

34. 侍膳	Waiting	(140)
35. 结帐	Making Out the Bill	(144)
八、柜台服务	Counter Service	(153)
36. 点心	Refreshments	(153)
37. 在咖啡馆	At the Café	(156)
38. 在酒吧	At the Bar	(159)
39. 一顿便饭	A Light Meal	(162)
40. 喝咖啡工间休息	The Coffee Break	(167)
九、自助服务	Self-service	(171)
41. 自助午餐	A Buffet Luncheon	(171)
42. 自助宴会	Buffets	(176)
十、外卖服务	Carry-out Service	(183)
43. 餐馆外卖部	Take Out Department of Restaurants	(183)
44. 接受电话预订 (自取外卖)	Receiving Reservations over the Telephone (Be Pick-up)	(186)
45. 电话订快餐	To Order the Fast Food over the Telephone	(189)
十一、特种服务	Special Services	(198)
46. 生日便宴	A Birthday Party	(198)
47. 安排学术交流会用餐	Catering for a Seminar	(203)
48. 宗教禁忌; 保健饮食	Religion Forbids; Health Diets	(208)
十二、中餐馆	Chinese Restaurant	(214)
49. 中国的烹调艺术	The Culinary Arts of China	(214)
50. 在美食餐馆 (北京烤鸭)	At the Gourmet Restaurant (Roast Beijing Duck)	(215)
51. 在中餐馆	At the Chinese Restaurant	(219)

52. 在风味餐馆 (涮羊肉) At the Speciality Restaurant (Mutton Hot Pot)	(223)
53. 中餐菜系 Chinese Cuisines	(225)
十三、西餐馆 Western Restaurants	(230)
54. 西餐馆类型 Types of Western Restaurants	(230)
55. 宾馆西餐服务 Western Restaurant Service at the Hotel	(235)
56. 点菜用餐 Dining <i>À La Carte</i>	(242)
57. “公司菜” 午餐 Set Lunch	(247)
58. 在酒吧 At the Bar	(250)
59. 自动售货 Automatic Vending	(253)
60. 欧洲大陆式早餐和英式早餐 Continental and English Breakfasts	(257)
 附录 I 早茶点心、小吃、快餐 Refreshment and Snack for Morning Tea	 (260)
附录 II 中菜宴会菜谱 (六例) Chinese Banquet Menu (6 Samples)	(264)
附录 III 在国外受欢迎的中餐菜谱 The Welcome Chinese Menu Abroad	(273)
附录 IV 中餐菜谱的英译 Translation of Chinese Menu into English	(287)
附录 V 西餐菜式 Western Cuisines	(291)

旅 业 服 务

The Hotel Service

一、选择旅馆、订房 Choosing a Hotel and Room Reservations

1

旅馆类型 Hotel Types

All hotels do not serve the same clientele, that is, the same kind of guests. In fact, it is possible to place hotels in four broad categories.

所有的旅馆的服务对象都不会相同。事实上可以把各种旅馆分为四大类。

The first is the commercial hotel, which provides services essentially for transients, many of them travelling on business. COMMERCIAL HOTEL is normally situated in the town centre. Clientele mainly consist of travelling businessmen who stay for a couple of nights only.

第一类是商务旅馆，它基本上服务于路过的暂住旅客，他们中有许多人是旅游经商者。商务旅馆通常位于城镇中心。旅客主要是仅住两三天过路客商。

Many city hotels and diversely located motels fall into this group. MOTOR HOTEL is a hotel with parking facilities and other services for motorists, normally with a first class restaurant.

许多城市旅馆和位置多种多样的汽车旅馆属于这一类。汽车

旅馆是附有停车设施并能向驾车旅行者提供其他服务的旅馆，通常还设有一个一流的餐厅。

MOTEL with parking and other services for motorists, normally situated on a highway, with a restaurant or cooking facilities.

汽车旅馆可向驾车旅行者提供停车和其他服务，它通常开设在公路沿线，设有一个餐厅或备有厨房设备。

The second category is resort hotels. Located in vacation areas, they often provide recreational facilities of their own as well. RESORT HOTEL is normally situated at a tourist resort, e. g. by the sea or in the mountains. Clientele mainly consist of people on holiday who stay for a longer period than a couple of nights only.

第二类是旅游旅馆，多位于度假地区，它们也有很好的消遣娱乐活动设备。旅游旅馆通常位于某旅游胜地，如位于海滨或群山中。旅客主要是度假者，他们通常逗留一个较长时间，而不是仅住两三天。

A third type of hotel aims its services largely at the convention trade. Conventions are meetings, usually held yearly, of various business or professional groups. Not so long ago, most conventions were held in large urban centers such as New York or Washington D.C. CONGRESS HOTEL is a hotel with meeting and exhibition facilities, audiovisual equipment and banquet rooms for large and small groups.

第三类是会议旅馆，大都为会议贸易服务。会议包括一年一度的各种商业会议或专业团体的学术会议。不久以前，多数国际会议都在诸如纽约或华盛顿特区的大城市中心举行。会议旅馆附有会议和展览会的各种设施、声像设备以及大小宴会厅。

The fourth category is resident hotels. People who do not wish to keep house themselves can rent accommodations on a seasonal ba-

sis or even permanently in many hotels.

第四类是住宿旅馆。那些不希望自己料理家务的人可以在许多旅馆租住一个季度，甚至永久租住。

AIRPORT HOTEL is situated near an airport. Clientele mainly consist of airline staff and people travelling by air who only stay for one night.

机场旅馆位于机场附近，其旅客主要是航空公司工作人员和只住一夜的乘飞机旅行者。

Another way of categorizing hotels is by the quality of service they offer. At the top are the luxury hotels, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. In between these two extremes are establishments offering a wide range of service and comfort. A system for rating hotels according to quality is widely used in France and a number of other countries. This system puts the top hotels in a special deluxe category, with others receiving from five stars to one star or "A's." The standard features include private bathrooms, room telephones, recreational facilities, and so on.

旅馆的另一分类方法是按旅馆的服务质量高低分类。最高档的是豪华宾馆，它们通常给旅客提供最舒服、最方便的服务；最低档的是仅提供一个睡觉的地方的旅店。在两种极端档次之间的是提供各种不同的服务水平和舒适档次的服务行业。按照质量对旅馆进行分类的一种体系在法国和其他许多国家广为使用。这一体系把特别豪华的一类叫五星级宾馆，其他的一直到一星级或A's排列。这标准的特点是包括私人浴室、房间电话和文娱设备，等等。

The difference in quality between hotels is not, however, en-

tirely a matter of equipment or furnishings. The proportion of employees to guests and/or guest rooms is also a matter of prime importance. In general, the accommodations industry is labor-intensive, that is, it employs a large number of people to perform its services. In a luxury hotel, there may be three employees for every guest room. In a large commercial hotel in a big city, the ratio is usually closer to one employee per guest room. A small motel, one with ten to twenty rooms, may have only three employees, often a husband and wife who own and manage the motel and in turn hire a maid to do the housekeeping chores. Obviously, the services offered by a small hotel will be far more restricted than those provided by a luxury hotel. A hotel that prides itself on its quality of service also maintains high standards of performance. Training programs run by the hotel help to make sure that the staff meets the standards.

旅馆间质量的差异不完全是因为设备或家具摆设，雇员与旅客或客房的比例也是很重要的条件。总的说来，旅馆产业是劳动力密集的行业，也就是说，它雇佣大量人力去完成它提供的各种服务项目。在一间豪华宾馆，大概三位服务员服务一间客房。在大城市的大商务旅馆，通常服务员与客房之比约 1:1。而小汽车旅社约有 10 至 20 间客房，可能仅有三位雇员，常常是夫妇自己拥有和管理一家汽车旅社，并轮流雇用一位女雇员管理日常零星事务工作。很明显，一间小旅店所提供的服务比一间豪华宾馆提供的服务要少得多，服务极其有限。一间以其服务质量高而自豪的宾馆，也总是保持其服务的高标准。宾馆所办的培训计划有助其员工达到那些标准。

HOSTEL is modest, moderately priced, normally with sleeping and breakfast facilities only. Other types of moderately priced accommodation: an inn (Br.), a motor lodge, a youth hostel.

招待所是简朴、收费适中的住所，它通常仅有住宿和烹饪早餐的设备。其他收费低廉的住宿处有（英国）客栈、汽车小旅店、青年旅游招待所等。

Room Types

- | | |
|-----------------|---|
| 1. SINGLE ROOM | A room occupied by one person. |
| 单人客房 | 供单人使用的客房。 |
| 2. DOUBLE ROOM | A room with one large bed for two persons. |
| 双人单床客房 | 设有一张可供双人使用的大床的客房。 |
| 3. TWIN ROOM | A room with two single beds for two persons. |
| 双人双床客房 | 设有两张单人床可供双人使用的客房。 |
| 4. STUDIO ROOM | A room with one bed and a convertible sofa. |
| 工作室客房 | Can be used as a single or as a twin.
设有一张床和一只两用沙发的客房，既可用作单人客房，又可用作双人双床客房。 |
| 5. SUITE | A sitting room connected to one or more bedrooms. |
| 套房 | 一间起居室连接一间或多间卧室。 |
| 6. JUNIOR SUITE | A large room with a partition separating the bedroom furnishings from the sitting area. |
| 简易套房 | 一间大间，用隔板将卧室家具与作为起居室的部分分开。 |
| 7. PARLOR | A sitting room not used as a bedroom (sometimes called a salon). |
| 休息室 | 一间起居室，不用作客房（有时称为“沙龙”）。 |

- | | |
|-----------------------------------|--|
| 8. DUPLEX | A two-story suite connected by a stairway. |
| 双层公寓式套房 | 通过楼梯联接的两层楼套房。 |
| 9. HOSPITALITY ROOM/FUNCTION ROOM | A room used for entertaining (cocktail parties, etc.). |
| 招待厅/集会厅 | 用于举行招待会(鸡尾酒会等)的房间。 |
| 10. EXHIBITION ROOM/DISPLAY ROOM | A room used for showing merchandise. |
| 展览厅/陈列室 | 用于陈列商品的房间。 |
| 11. CONNECTING ROOMS | Two or more rooms with private, connecting doors. You can move from one room to another without going to the corridor. |
| 连通客房 | 互相有门连通的两间或多间客房。旅客不经过走廊即可从一间客房进入另一间。 |
| 12. ADJOINING ROOMS | Two or more rooms side by side with a connecting door between them. |
| 并联客房 | 并行排列的两间或多间客房, 相互之间有边门连通。 |



在旅行社预订旅馆 Making Reservations at a Travel Agency

The tourist season is in full swing. Here are two conversations in a travel agency.

现在正是旅游旺季。以下是在某旅行社发生的两组对话。

Dialogue I

A = Agent 代理人 M = Man 男顾客

A: Good morning, sir. Can I help you?

早上好，先生！我能帮助您吗？

M: Ah yes, good morning. I'd like a hotel for a couple of nights.

噢，早上好！我想找个旅馆住两三个晚上。

A: Yes, sir. What sort of hotel were you thinking of?

好的，先生。您想要什么样的旅馆？

M: Oh, something nice, you know, and fairly central.

哦，好一点的，价钱适中。

A: I think the Hotel Helsinki would suit you then.

那么我觉得赫尔辛基旅馆能符合您的需要。

M: How far is that from the centre?

它离市中心多远？

A: About half a mile from the railway station.

离火车站大约半英里。

M: And do they have a restaurant?

那么旅馆里有餐厅吗？

A: Oh yes, a very good one—quiet and stylish.

哦，有，有个非常好的餐厅——既安静又漂亮。

M: That sounds the sort of place for me.

听起来这正是我想要找的旅馆。

A: They also have a nightclub and a steak-house.

那旅馆还有一个夜总会和一个牛排馆。

M: How about a sauna?

有桑拿浴室吗？