



实用英语会话丛书之一

# 宾馆餐饮业 英语会话

崔刚 主编

北京理工大学出版社

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## 《实用英语会话丛书》

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## 前 言

随着我国对外开放的不断扩大,各行各业都急需英语人才,特别是对具有较强英语口语能力的人才更是普遍需求。为了适应这种需求,我们参阅了近年来国内外出版的英语口语专著,编写了这套《实用英语会话丛书》。

该《丛书》共分六册,分别是:《宾馆、餐饮业英语会话》、《医护人员英语会话》、《邮局职员英语会话》、《银行职员英语会话》、《售货员英语会话》、《运动员英语会话》。

《丛书》的每一册都包括三部分内容:(一)对话。采用英汉对照的方式,以便于读者理解和掌握。(二)注释。对生词、短语和习惯表达方式进行解释,帮助读者克服困难,扩大知识。(三)常用表达方法汇集。将每个单元的常用表达方法归纳汇集,以便于读者记忆和查阅。

在本《丛书》的编写过程中,我们力求所编内容具有实用性、科学性和全面性,坚持选用各个行业最常用的英语会话,由浅入深,循序渐进,使读者通过学习该《丛书》真正有所收获,而且在实际工作中能得以运用。

由于编写时间仓促,作者水平有限,经验不足,难免有错误与疏漏之处,希望广大读者及专家不吝赐教。

编 者

1993年10月

## Contents

1. Room Reservations(预订房间) .....	(1)
2. Check-in Registration(登记) .....	(15)
3. Providing Information(提供信息) .....	(30)
4. Room Service(房内就餐服务) .....	(38)
5. Room Cleaning(清理房间) .....	(46)
6. Exchanging Money(外币兑换) .....	(54)
7. Buying and Booking(购物及订票服务) .....	(60)
8. Maintenance(维修服务) .....	(65)
9. Switchboard Operator(电话总机) .....	(70)
10. Laundry Service(洗衣服务) .....	(79)
11. Changing Rooms Or Extending Reservation (换房间或延长住期) .....	(86)
12. Other Services(其它服务) .....	(91)
13. Handling Complaints I (应付抱怨 I) .....	(94)
14. Checking Out(结账离店) .....	(100)
15. Restaurant Reservation(预订座位) .....	(108)
16. Seating the Guests(安排座位) .....	(116)
17. Taking Orders(点菜) .....	(125)
18. Ordering Dessert(点甜食) .....	(147)
19. Serving the Food(供应饭菜) .....	(153)
20. Presenting the Bill(收款) .....	(159)

21. Handling Complaints Ⅱ (应付抱怨 Ⅱ) .....	(166)
22. Fast-Food Restaurant(快餐厅) .....	(176)
23. Bar Service(酒吧) .....	(181)
24. Three Meals(三餐) .....	(197)
附录 I Hotel Useful Words(宾馆实用词汇) .....	(205)
附录 II Hotel Useful Expressions(宾馆实用短句) .....	(219)
附录 III Dining Hall Equipments (餐厅用具及设备) .....	(231)

## 1. Room Reservation(预订房间)

### Dialogue One(对话 1)

A: Peace Hotel<sup>①</sup>. Good morning.

这是和平宾馆。上午好。

B: Hello. I'm calling<sup>②</sup> from Shanghai. I'd like to book<sup>③</sup> a double<sup>④</sup> room with bath from tonight for five days, please.

喂,我是从上海打来的电话。我要预订一个双人房间,须带有浴室,从今晚算起五天。

A: One moment, please, sir. ... Yes, that's all right, sir.  
What's the name, please?

先生,请稍等。……好的,请问您的姓名?

B: John Smith.

约翰·史密斯。

A: Could you spell that, please?

请您把它拼写出来好吗?

B: J—O—H—N S—M—I—T—H.

J—O—H—N S—M—I—T—H.

A: John Smith, double room with bath from tonight for five days.

约翰·史密斯, 双人房间, 带浴室, 今晚起五天。

B: That's right. Thank you.

对, 谢谢你。

A: Thank you, sir. Good-bye.

谢谢你, 先生。再见。

### Notes(注释)

①预订宾馆房间一般通过电话进行。打电话时, 看不到对方, 无法借助于面部表情和手势表达自己的思想, 因此在接电话时要注意语言清晰, 语言简练、明了, 而且特别注意要有礼貌。听到铃声, 拿起话筒时, 往往会听到“Hello”的声音, 回答时应先报宾馆名称, 例如如“This is Peace Hotel”. 或直接说“Peace Hotel”. 为了表示礼貌还可加上“Good morning”. 一类的问候语。另外, 在接电话时, 措辞比平常更加恭敬, 要经常使用“Please”(请)“Would you mind……?”(烦请……)“Could you……?”(你能否……?)等结构的句子。

②call *v.* 打电话

③book *vt.* 预订(戏票、房间、车船票等)

④double *a.* 供两个人用的

### Dialogue Two(对话 2)

A: Reservations<sup>①</sup>. Can I help you?

预订部。可以为您效劳吗?

B: Yes, I'd like to book a room, please.

是的, 我想预订这个房间。



A: When for, sir?

什么时候住, 先生?

B: October 15th.

十月十五号。

A: How long do you intend to stay?<sup>②</sup>

你打算住多久?

B: Four nights.

四个晚上。

A: What kind of room do you want?<sup>③</sup>

您要什么样的房间?

B: Er...A single<sup>④</sup> room with a bath, if possible.

哦……如果可能的话, 要一个带浴室的单人房间。

A: Could you give me your name, please?

请问您的姓名?

B: Mr John Davis. D—A—V—I—S.

约翰·戴维斯先生。D—A—V—I—S。

A: Mr John Davis. Single room with a bath for four nights from October 15th.

约翰·戴维斯先生。带浴室的单人房间, 住四个晚上, 从十月十五号开始。

B: That's right. By the way, I want to have a corner room with windows facing south.

是的。顺便说一下, 我想要一间窗子朝南的拐角房。

A: We'll do our best, sir.

我们会尽力而为的, 先生。

B: Thank you. Good-bye.

谢谢, 再见。

A: Thank you for calling. Good-bye.

感谢你打电话过来。再见。

### Notes (注释)

① reservation *n.* 预订。此处采用其复数形式,表示“预订部。”

② How long do you intend to stay? 您打算住多久?

象这样的问法还可以有:

For how long? 住多久?

How long do you plan to stay here? 您打算在这儿住多久?

How long will you be staying? 您打算住多久?

③ What kind of room do you want?

也可以说成:

What kind of room would you like?

④ single *a.* 供一人使用的,单一的。例如:

a single bed 单人床; a single ticket 单程票。

### Dialogue Three (对话 3)

A: Room Reservations. Good afternoon.

房间预订部。下午好。

B: I'd like to book a double room for Tuesday next week.

下周二我想订一个双人房间。

A: That's fine, sir. A double room for Tuesday, September 12th, with a front view or rear view?

好的,先生。九月十二号星期二,一间双人房。阳面还

是阴面？

B: What's the price difference?

两种房间的价格有什么不同？

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

一间双人房朝阳面的每晚 140 美元，朝阴面的每晚  
115 美元。

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

我想我还是要阳面的吧。

A: How long will you be staying?

您打算住多久？

B: We'll be leaving Sunday morning.

我们将在星期天上午离开。

A: That will be five nights, sir. Thank you very much, and  
we look forward to seeing you next Tuesday.

先生，那就是五个晚上。非常感谢，我们盼望下周二见  
到您。

B: Good. That's all settled then? Good-bye.

好的。就这样定了。再见。

A: Good-bye.

再见。

#### Dialogue Four(对话 4)

A: Room Reservations. Can I help you?

房间预订部。可以为您效劳吗？

B: 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 September.

我从伦敦打来电话。我想在九月八号和九号给乔治·哈蒙先生订一间带淋浴的单人房。

A: 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?

太太,请稍候。我看看那几天有没有房间。……哦,有,我可以给他订八号和九号的房间。他叫什么名字来着?

B: Mr George Harmon.

乔治·哈蒙先生

A: Who's making the reservation, please?

请问,给他订房间的是哪位?

B: His secretary, Miss Ann Dawson.

他的秘书,安·道逊小姐。

A: How will he be paying, madam?

小姐,他的房租怎么付?

B: His company will pay.

由他的公司支付。

A: Which company is it?

是什么公司?

B: BAILEY'S Company.

贝利公司

A: Since the company is located in another country, you'll have to send us a deposit. Is the company willing to cover all expenses?

由于该公司设在国外,您得先付押金。公司愿意支付全部费用吗?

B: Yes.

是的。

A: Then could you send us a deposit of \$ 180 to cover the room plus other expenses?

那请您寄 180 美元来作为房间及其他费用的押金好吗?

B: Certainly. We'll send a check straight away.

当然。我们立刻将支票寄来。

A: Thank you, madam. Good-bye.

谢谢您,小姐。再见。

B: Thank you, Good-bye.

谢谢。再见。

### Dialogue Five(对话 5)

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

预订部。早上好! 有什么事吗?

B: Yes, I'd like to book a single room with bath for Sept. 12.

是的。我想预订一个带洗澡间的单人房间,九月十二号用。

A: Just a moment please. I'm sorry, sir. We are fully booked on that day.

请等一下。对不起,先生。九月十二号本店客满。

B: Oh, that's too bad.

噢,这可太糟糕了。

A: We might have cancellations. Would you like us to put on our waiting list and call you in case we have a cancellation?

我们也许有退房的。我们把您列入等房间的客人名单,一有人退房就打电话通知您,您看好不好?

B: Thank you. That's very kind of you. But could you recommend to me another hotel that won't be full up.

谢谢,谢谢您的好意。不过您能不能给我推荐一个不会客满的饭店?

A: Yes, of course. Where would you rather like to be, in the city center or in the suburbs?

当然可以。您喜欢住在什么地方,市中心还是市郊?

B: I prefer a place close to the city center.

我喜欢住在一个靠近市中心的饭店。

A: In that case, I would suggest that you try the Imperial.

如果这样的话,我建议您到帝国饭店去试试看。

B: Do you know the rate per night for a single with a bath there?

您知道帝国饭店带洗澡间的单人房间一晚多少钱吗?

A: Well, there is a minimum price for off-season stay, and a maximum price for peak-season stay. A single with bath at the moment would run you between \$ 60 and \$ 80.

哦,淡季有个最低租金,旺季有个最高租金。眼下租一个带洗澡间的单人房间要花 60 到 80 美元。

B: I see. Do you mind telling me what the Imperial like?

哦,是这样。您能给我介绍一下帝国饭店的情况吗?

A: It is the oldest and largest hotel in this city. But it was renovated just two years ago. It is rated as a four-star hotel. It is not so luxurious as ours is. But it is as busy and convenient as ours. Of course, ours is better-known than the Imperial but then the Imperial is less expensive than here too.

帝国饭店是本市最古老、最大的饭店。但是两年前刚进行了翻修。现在被评为四星级饭店。它没有我们饭店这么豪华。但是那儿跟我们这儿一样生意兴隆,食宿方便。当然,我们饭店要比帝国饭店更有名气,不过那儿的房费比我们这儿便宜。

B: Uh-huh. One last thing, do you know their telephone number?

啊。最后请问,您知道帝国饭店的电话号码吗?

A: Yes, it is 4205531.

知道,4205531。

B: Thank you very much. I really appreciate your help. Good-bye.

非常感谢。多谢您的帮助,再见。

A: Good-bye and thank you for calling us.

再见,谢谢您给我们来电话。

## Dialogue Six(对话 6)

A: Peace Hotel.

这是和平宾馆。

B: Hello, I'm ringing from the University. I made a reservation for the 14th, and now I'm afraid I have to cancel it.

喂,我是从大学打来电话。我预订了 14 号的房间。恐怕现在不得不取消了。

A: Just a moment, please, caller. I'll put you on to Advance Reservations.

请稍等一下。我给你接预订处。

.....

C: Advance Reservations, can I help you?

这是预订处,可以帮忙吗?

B: Yes, I'm phoning up because I booked a room for an overseas visitor who won't be able to come now and so I'll have to cancel it, I'm afraid.

是的。我曾为一位海外旅客预订了房间,他现在不能来了,所以我不得不将它取消。

C: What name is it, please, and when was it for?

叫什么名字? 什么时间?

B: It was a double room booked in the name of Mr Smith from the 14th to 20th for a week.

他叫史密斯,订了从 14 号到 20 号一周的双人房间。

C: Ah yes, I've got it, from the 14th to the 20th September. And now you want to change the booking, do you?

噢,我找到了。从 9 月 14 号到 20 号。您想改变一下,是吗?

B: I wish I could, but now it appears that he won't be able to come at all.



但愿如此。可是现在他根本不可能来了。

C: Well, Madam. I'll cancel it then I hope we can help you at some other time.

好吧,太太。我把它取消。愿将来我们还能为您服务。

### Useful Expressions (常用表达方法)

room 房间

a twin /double room 双人房

a single room 单人房

a double bed 双人床

a single bed 单人床

bath /bathroom 浴室

a double room with bath 带浴室的双人房间

shower 淋浴

telephone number 电话号码

reservations 预订部

advance reservations 预订处

southern exposure 朝南

Can I help you?

可以帮你忙吗?

What can I do for you?

我可以为你做些什么?

How can I help you, sir/ miss/ madam?

我能为你做些什么,先生/小姐/夫人?

Just a moment, please.

请稍候。