

职业英语系列—BWPC—ITP 美国职业英语丛书

Hotel Personnel

饭店(宾馆)职员英语

(英汉对照)

[美] J. 斯瓦特科 著

徐惠 译注



世界图书出版公司

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J. Svatko

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序 言

本书是《BWPC-ITP 美国职业英语》丛书中的一本。《职业英语》丛书是为具有一定专业知识同时也具有一定英语水平的学生而编写的。本丛书旨在传授一些学生们所需的专业术语,使他们能在其专业领域内用英语进行交流。

学生们会发现《职业英语》丛书具有内容清晰,讲述生动,实用且使用简便等特点。书中每课讲述了一个专题。每课的开始部分都是一位专家和一个学生或受训人之间的一段对话。在这段对话中,涉及此课主题的关键术语出现在实际场景之中。对话部分之后是术语练习。在术语练习中对每个术语都给出了定义,并且提供三个例句说明其用法。在每课的最后部分都安排有简单的检查练习,以供学生测定他们是否掌握了对话中所出现的术语。书中还提供练习答案供学生自检。另外,每一本书都配有相对应的对话录音磁带,使用磁带非常有助于本书的学习。

《职业英语》丛书既可作为课堂用书也可供学生自学使用。

学生须知:如果你使用此书自学,下列建议有助于你用好本书。

1. 从头至尾通读对话。
2. 研读术语练习。
3. 如果你有录音磁带,认真听一听。尤其注意术语练习中的生词,注意它们的发音和语调。
4. 反复朗读对话(如果你有录音磁带,可对照磁带检查你的发音)。
5. 做每一章书后的检查练习,以确保掌握课文中出现的术语。参照书后所附的答案检查你的答案。如果发现错误,可使用术语练习查找你没有掌握的词汇,并在对话中找到这些术语并重读对话,改正错误。
6. 上面步骤都做完后,你便可以继续学习下一篇课文了。

教师须知:下列这些建议有助于你在课堂上用好此书。

1. 要求学生默读对话。
2. 要求学生自己看术语练习。
3. 如果你有录音磁带,请在课上播放。建议学生边听边看书,并仔细听术语练习中的词汇,注意其语音和语调。
4. 朗读术语练习中的每一个生词,要求学生跟你读这些生词,检查他们的发音。要求学生们轮流朗读例句。
5. 让两名学生在对话中以不同的角色朗读对话(每一组对话你都可以请几对学生来朗读)。学生朗读对话时要纠正他们的发音和语调。
6. 要求学生做课后检查练习以确保他们掌握课文中介绍的单词。如果学生自己有书可以让他们把答案直接写在书上。如果别的学生还要用这本书,就请他们把答案写在另外的纸上。
7. 学生可根据书后答案检查自己的答案。如果他们答错,建议他们在术语练习中查找该术语,重读定义和例句并重读课文。然后改正错误。

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LESSON

1

The Hospitality Industry

A. Dialogue

Instructor: What made you choose a career in the hospitality industry?

Student: I've always had an interest in management and a desire to enter a service-related business.

Instructor: Management and service are two important concerns of our industry, but there are many more. The hospitality industry has become quite complex.

Student: Are you referring to developments in recent years?

Instructor: I am. During my career I have seen many changes in the organization of the accommodations industry. I have worked closely with many luxury hotels and have even been a consultant with a motel chain.

- Student:* I've read about early accommodations in Europe. Those facilities seem primitive by today's standards.
- Instructor:* The history of our industry began with the tavern and inn. Although they offered food and shelter to travelers, the food was usually simple and the travelers often had to share beds with other guests. The service was friendly, but the accommodations lacked the comfort our clientele expects today.
- Student:* The inns of the past were certainly different from the deluxe hotels all over the world today. What do you think was important in the growth of hotels?
- Instructor:* Well, changes in transportation forced changes in the accommodations industry.
- Student:* What do you mean?
- Instructor:* The airline industry now allows the public to travel to remote places. The growth of resort hotels is part of this development. Also, people travel on business much more than they were able to in the past.
- Student:* There certainly is more to our industry than just logos.
- Instructor:* With the growth of new franchises, the competition among the chains is increasing.

B. Terminology Practice

accommodations: room and board for the traveler

Accommodations vary from hotel to hotel.

He wants the best accommodations in the house.

What kind of accommodations can we expect at a motel?

chain: a number of enterprises operated by one company

Hotel chains have changed the hospitality industry.

Large-scale operations are characteristic of chains.

What is the impact of supermarket chains on small stores?

clientele: a group of customers

This restaurant serves an exclusive clientele.

Our clientele has come to expect fine service.

Are they part of your clientele?

competition: rivalry between businesses offering the same product or service

Competition is keen among resort hotels.

There is healthy competition between these two restaurants.

What competition do you see in the future?

consultant: one who gives advice

We hired an outside consultant to do the study.

The accounting problem required a consultant.

Was she an effective consultant?

deluxe: the most luxurious

Deluxe hotels are generally more expensive than other hotels.

Our town has two deluxe hotels.

How does a hotel come to be rated as deluxe?

facilities: buildings, equipment, or space provided for a particular purpose

New hospital facilities are being constructed because of the increase in the number of patients.

Motels have parking facilities for their guests.

When will the new housing facilities be completed?

franchise: a license to market the service or product of a company

Many motel chains operate under a franchise.

The use of franchises has increased the number of hotels.

What are the licensing arrangements for your franchise?

inn: a place that provides lodging and food for travelers

The early inn was certainly different from today's modern hotel.

When I think of an inn, I think of hospitality.

Are inns still operating in England?

logo: an identifying symbol

Each hotel chain has its own logo.

Logos are designed so that they're easily recognized by the public.

What is the design of your logo?

motel: an accommodation which permits automobile parking near the guests' rooms

The term motel comes from a combination of the words motor and hotel.

Motels grew with the development of highways in America.

When was the first motel built?

resort: a location used for entertainment or recreation

There are many resort hotels in Hawaii.

The construction of resort hotels increased tourism in Florida.

Where is your favorite resort?

tavern: a place that serves alcoholic beverages; in the past, same as an inn

We're going to the nearest tavern for a drink.

That tavern serves the best drinks in town.

What were taverns like in early America?

C. Check-Up

Fill in the blanks with the proper terms from the list.

chain	facilities
clientele	franchise
competition	logo
consultant	motel

1. We will build new _____ to accommodate the extra guests.
2. That hotel chain has a very distinct symbol for its _____.
3. Since there is only one hotel in town, it has no _____.
4. We hired an experienced hotel manager to serve as a _____.
5. Our hotel serves the finest _____ in New York.
6. A hotel _____ consists of several hotels controlled by one company.
7. The word _____ means a lodging place with nearby parking space.
8. A _____ is a license to market a company's product.

第1课 服务行业

A. 对话

指导：你为什么选择服务行业为职业？

学生：我一直对管理感兴趣，期望从事与服务有关的相关职业。

指导：管理和服务是我们服务行业的两个要点，但是还有其他许多方面。服务业正在变得越来越复杂。

学生：您是指近年来的发展吗？

指导：是的。我从事这一职业以来，亲眼见到食宿业在组织机构上的许多变化。我与许多豪华饭店工作联系密切，甚至做过一家汽车旅馆连锁店的顾问。

学生：我读过一些关于欧洲早期食宿业的文章。拿今天的标准来衡量，那些设施似乎简单了些。

指导：我们行业的历史是从客栈和小酒店开始的，虽然它们也为旅行者提供食物和住宿，但是食物通常都太简单，而且旅行者常常还必须与其他客人共享床铺。服务很周到，但是缺乏今天客人们所需要的舒适。

学生：以前的小酒店与今日遍布全球的豪华饭店当然有天壤之

别。在饭店业发展过程中,您认为哪一点是重要的?

指导: 嗯, 交通的变化迫使食宿业发生变化。

学生: 您的意思是什么?

指导: 航空业的发展现在可以让公众到边远地区旅行, 度假饭店的发展就是这一发展中的一部分。而且, 人们因公出差也比过去多多了。

学生: 我们的行业当然不仅仅是一些招牌。

指导: 随着新的特许权的发展, 连锁店之间的竞争将日趋激烈。

B. 术语练习

accommodations 食宿

Chain 连锁店

clientele 顾客

competition 竞争

consultant 顾问

deluxe 豪华的

facilities 设施

franchise 特许权

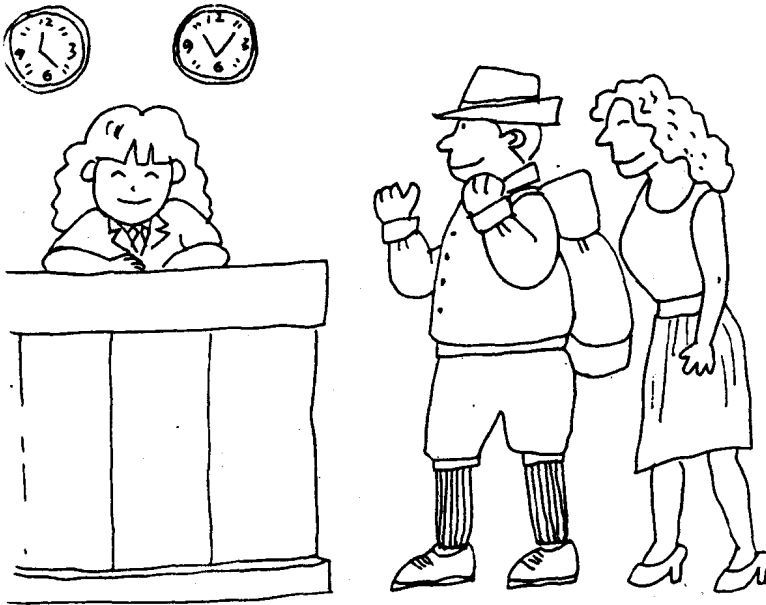
inn 小酒店

logo 招牌

motel 汽车旅馆

resort 胜地, 度假村

tavern 客栈



LESSON

2

The Front Desk

A. Dialogue

Instructor: I think we'll start our tour of this hotel with an area that belongs to the front of the house—the front desk. Later, we'll visit departments that are part of the back of the house.

Student: This is one of the largest lobbies I've ever seen. And there are so many shops, restaurants, and bars in this hotel. There certainly are a lot of employees working behind the registration desk. Why are so many people required?

- Instructor:* Well, motels and small hotels need fewer people. The check-in procedure of this hotel, however, requires the effort of a large staff. Each person acts as part of a team and is assigned specific tasks. Let's watch as they work.
- Student:* What's that woman's job?
- Instructor:* She's the room clerk. She checks the guests in and assigns them their rooms. This is done by using a system of colored cards located behind the counter. The clerk can check for available accommodations without showing the cards to the guests. Most hotels offer single and double accommodations. If a guest requires more than one room, this hotel has several fine suites. Of course, extra beds can be placed in a double room for other family members.
- Student:* Here's someone registering now. Tell me, are all registration cards the same?
- Instructor:* Basically they are the same. Let's look at this one. Here's a place on the card for the guest's name and address. Sometimes further identification is requested, such as the passport number of foreign nationals. The room clerk writes down the guest's room number and the amount the guest will pay. And, of course, the arrival and departure dates are checked during registration. The back of the card contains information for the cashier's office. If the hotel has an experienced and efficient front desk, the check-in procedure should be brief and not cause the guest any inconvenience. But problems can occur, and it is the room clerk's responsibility to deal with them in a professional manner.
- Student:* I see. The check-out time for this hotel is eleven o'clock. Is that standard for all hotels?
- Instructor:* Not really. Some hotels may have an earlier check-out time, but usually the guest must leave by noon. Another important service performed by the front office concerns messages.
- Student:* Are you referring to that rack behind the counter?
- Instructor:* Yes. That's the message box, and the boxes which contain the messages are called pigeonholes. Room keys are also kept there. The front office is responsible for delivering messages and mail to the guests. And, for the sake of convenience and security, a key drop is placed at the desk.
- Student:* When I think of all the bookings made at such a large hotel, I wonder how many times they've overbooked their guests.
- Instructor:* That's hard to say. If a hotel has overbooked a guest or made a mistake in reservations, a responsible room clerk should help the guest find accommodations at another hotel.

B. Terminology Practice

back of the house: those departments of a hotel that are mainly involved in providing material services to the clientele and have limited contact with the public, such as housekeeping, the food and beverage service, laundry service, and engineering

She started working in the back of the house.

The house laundry is part of the back of the house.

Is the kitchen staff part of the back of the house?

booking: a reservation or reservations

The front office handles the booking.

This is our first booking at this hotel.

How many bookings do you average each week?

check-in procedure: the process of registering at a hotel

The check-in procedure should not cause the guest any inconvenience.

The check-in procedure took ten minutes.

What are some of the steps in the check-in procedure?

check-out time: the hour at which a guest must vacate a room

It is necessary to establish a check-out time so that the room can be prepared for the next guest.

The check-out time at this hotel is eleven o'clock.

Do all hotels have the same check-out time?

double: a room for two people

That hotel has 36 doubles.

A double room is more expensive than a single room.

Do you have any doubles left?

front desk: the area in the lobby of a hotel where guests check in and out, pick up and deposit keys, pick up mail, and so on

The key drop is located at the front desk.

You can pick up your mail at the front desk.

How many people work behind the front desk of that hotel?

front office: the department of a hotel responsible for check-in and check-out procedures, room keys, messages, and so on

The front office is responsible for delivering mail to the guests.

The front office is in charge of reservations.

Is the registration desk part of the front office?

front of the house: those departments of a hotel that are involved in administration and service-related public contact, such as the front office, the bell service, the information desk, accounting, and management

Many, though not all, front-of-the-house employees are highly visible to the public.

The registration desk is part of the front of the house.

Did he work in the front of the house?

key drop: a place where guests can leave their room keys while they are away from the hotel

The key drop is located in the lobby.

Key drops provide security for hotel guests.

Where is the key drop?

lobby: a large reception area in a hotel that also provides access to shops, bars, restaurants, and other guest services

There are reading areas in many hotel lobbies.

This hotel has a beautiful lobby.

Will they meet us in the lobby?

message box: a rack behind the registration desk for messages and mail, arranged by room numbers

A message box is often referred to as a pigeonhole.

There is a message box for each room.

Who is responsible for the message box?

overbook: to book more guests than there are available rooms

Our hotel was overbooked last summer.

Because of the new computer, we won't overbook our guests.

Have you ever been overbooked at a hotel?

registration card: the card used to sign a guest in; it contains such information as the guest's name, address, and room number

Each guest must fill out a registration card.

Registration cards are sent to the cashier's office.

What is on a registration card?

registration desk: the area of the front desk where guests check in

The room clerk works behind the registration desk.

When you arrive at the hotel, you should go directly to the registration desk.

Does the registration desk also handle reservations?

reservation: an arrangement to have something, such as a room, a seat, or a table, set aside

If you want to stay at that hotel, you should make reservations well in advance.

Here is the number to call for reservations.

Should we make a reservation for dinner?

room clerk: the employee who registers and assigns guests their rooms

The room clerk assists in the check-in procedure.

Advance reservations can be made by the room clerk.

Is there always a room clerk on duty?

single: a room for one person

We are out of singles.

A single room has only one bed.

How many single rooms does this hotel have?

suite: several rooms that are occupied as a unit

Our party will need a suite.

A suite is generally very expensive.

Can we see our suite before registering?

C. Check-Up

Fill in the blanks with the proper terms from the list.

reservation

check-in procedure

lobby

message box

double

registration card

registration desk

front of the house

room clerk

key drop

1. The front office is part of the _____.
2. There's a letter in the _____.
3. Please fill out the _____.
4. I'll meet you in the _____.
5. The _____ did not go smoothly.
6. This couple will need a _____ room.
7. The _____ will give you your room number.
8. Make the _____ for this weekend.
9. The _____ is on the counter.
10. You can check in at the _____.

第2课 前台

A. 对话

指导：我们将从前台开始参观这家饭店，前台是整个饭店的门面。

然后我们再参观饭店后勤系统的各个部门。

学生：这是我见过的最大的休息厅之一。这家饭店里有那么多商店、餐厅和酒吧。当然也有很多员工在登记处工作。为什么需要那么多员工呢？