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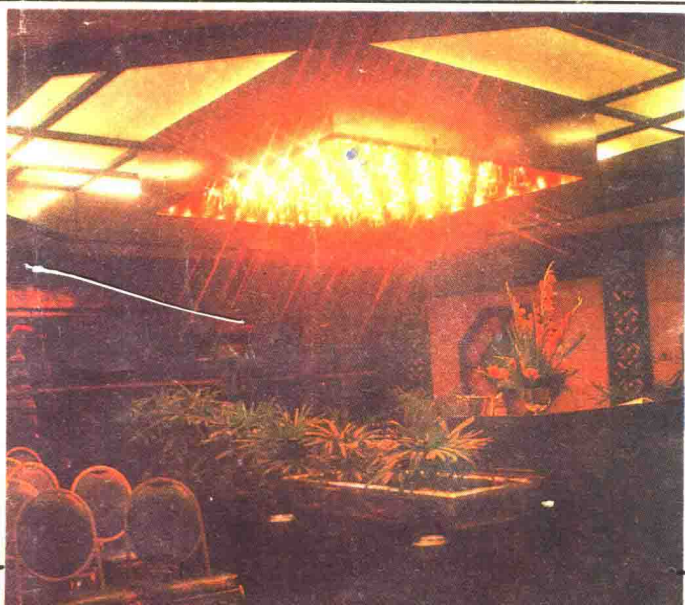
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苏 岷 编译

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PRACTICAL COURTESY ENGLISH FOR WORKERS OF THE HOSPITALITY INDUSTRY

实用服务人员礼遇英语



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花城出版社

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INTRODUCTION

导 言

You are in a line of business known as the “hospitality industry”. Our aim is to create a “home away from home” for all our guests.

Just remember to practise traditional Chinese hospitality:

- ◇ Give guests your best in service and in kind.
- ◇ Let them have quiet and privacy — unobtrusive service.
- ◇ Anticipate their needs — don't wait for them to ask.
- ◇ Give way to them (stand aside and let them go first).

你所从事的是一项被称为“殷勤待客”的行业。我们的宗旨在于为所有宾客创造一种“宾至如归”的气氛。

牢记要体现中国的好客传统:

- 让客人受到最佳的服务和最实际的好处。
- 让客人获得宁静的、不受干扰的独处环境——切忌冒失。
- 要对客人的需求有预见——别让他们问到时才做。
- 要给客人让路（站到一旁，让客人先走）。

Another name for hotelkeeping is the “courtesy industry”. We believe in old-fashioned and good manners and politeness. Practise these till they become second nature — *till you are courteous automatically.*

宾馆管理，又称“礼貌行业”。我们提倡传统的良好仪态和彬彬有礼，要在实践中使这些成为你的第二天性——使之习惯

成自然。

Also remember to look for “*cues in the environment*” when dealing with guests — those little hints to tell us if they are happy, satisfied, comfortable. This will help us to avoid making them discontented and angry. Before the point is reached when guests complain, we should have noticed their dissatisfaction:

- ◇ tightened facial expressions and changes of colour;
- ◇ impatient movements of fingers or feet; (drumming, tapping).
- ◇ a sharpness in the tone of voice.

When these “cues” appear, we should immediately apologize, and put things right.

在接待客人时，要注意“察言观色”——有些微小的暗示会告诉你客人们是否高兴，是否满意，是否舒适。这有助于我们避免令客人不满和恼怒。在客人想抱怨而尚未说出之前，我们便该注意到他们的不满情绪，如：

- 面部表情绷紧，脸色变异；
- 手指或脚部的不耐烦举止；
- 谈话语调尖刻、严厉。

这些“暗示”出现时，便应立即致歉，并将事情处理好。

Different cultures have different sets of etiquette and acceptable ways of behaving.

e.g. Westerners do not think it is rude to contradict or disagree.

To many in China, this is not acceptable.

In China, however, we often laugh to hide our ignorance

or when embarrassed. Westerners may think you are laughing at them!

GOOD MANNERS MEAN YOU NEVER KNOWINGLY UPSET ANYONE.

文化传统不同，表达礼仪的方式与接纳举止的方法也不同。西方人并不认为反驳或持异议是无礼，但对许多中国人来说，这是不能接受的。

我们往往以笑来掩盖自己的无知或窘迫，西方人却会认为你是在取笑他们！

彬彬有礼意味着你决不令人难堪。

BODY LANGUAGE

人 体 语 言

Although the principal aim of this book is to help you use correct and courteous English, there is another way we speak to people without words. This is by our expressions, gestures, posture, and even appearance and personal hygiene. To neglect any of these is implied rudeness because we do not respect the feelings of our guests.

There is a well-know little mnemonic (memory-aid) you must remember: PLEASE!

本书的主要目的在于帮助诸位使用正确的、礼貌的英语，然而，我们在接待客人时还有另一种不用言词的表达方式，那就是通过我们的表情、手势、姿态，以至外表和个人卫生来体现。忽视其中的一项，都会显得失礼，因为这意味着我们不尊重客人们的感情。

这里有一个众所周知而又简便的记忆法，务请牢记 PLEASE（请）这个词的含义。

Posture, presence, poise	（姿势、风姿、仪态）
Look and listen	（看和听）
Expression	（表情）
Appearance	（仪表）
Speech and smiles	（说话和笑容）
Eagerness to serve	（热心服务）

POSTURE: 姿势

Posture is important for your health as well as your appearance. Weight should be balanced evenly on both feet, shoulders straight, chest out, stomach in. Slouching and leaning are bad habits that will spoil your appearance. Don't walk or stand with hands in pockets or on hips. Don't cross your arms.

姿势不仅对你的外表，而且对你的健康也是重要的。站立时，双脚要平衡，肩膀要平直，胸部要挺起，腹部要收缩。没精打彩，侧身乱靠都是不良习惯，会有损于你的仪表。在走路或站立时，不要将手插进口袋或叉在腰间，也别把双手交叉起来。

PRESENCE: 风度

Everyone who wants to impress others must have a "presence", but this is especially true in the hotel industry. We are a little like actors on a stage. All eyes are on us and we must project a good image.

任何想给别人留下印象的人都必须有“风度”，对旅馆行业来说尤其是这样。我们有点象舞台上的演员，所有的目光都射

向我们，因此务必给人以良好的形象。

POISE: 仪态

Always maintain control. Sit, stand, walk and talk well. Work quickly, but do not run. Act like a lady or a gentleman, and people will treat you like one.

要永远保持克制。坐、站、走路和谈话都要得当。工作要敏捷，但不要奔跑。行为举止要象个淑女或绅士，这样，别人将会以那样的身份看待你。

DON'T:

- Pick your nose or nails.
- Yawn and stretch.
(if you do so accidentally, cover your mouth and say, "Excuse me").
- Smoke.
- Look at your watch all the time.
- Eat or chew in guest rooms, corridors, or in sight of guests.
- Pick at blemishes; touch hair, adjust inner garments, or otherwise tend to personal hygiene in public.
- Place service cloths under your arm or in your pocket.
- Cough, sneeze, or spit without using a clean tissue or handkerchief.
- Bite your nails or scratch.
- Sing, whistle, mutter, or tap your feet.
- Jingle coins, keys or play with paper money or your jewelry.

切勿:

- 挖鼻孔或剔指甲
- 打呵欠和伸懒腰（如偶而为之，也须掩住口部，然后说“对不起”。
- 抽烟。
- 老是看自己的手表。
- 在客房内、走廊上或见到客人的地方吃、嚼东西。
- 摆弄小瑕疵，摸理头发、整理内衣，或当众料理个人卫生之事。
- 将工作布料夹在腋下或放在口袋里。
- 咳嗽、喷嚏或吐痰时，不用干净纸巾或手帕。
- 咬指甲或搔痒。
- 唱歌，吹口哨，咕咕哝哝或用脚轻击地板。
- 把硬币、锁匙弄得叮当作响或玩弄纸币和个人饰物。

LOOK AND LISTEN: 注目和倾听

When guests speak to you, maintain *eye contact* (without staring) and listen. Don't look about, or give only half your attention. Nod, smile and say, "Yes, I see."

客人对你说话时，要一直瞧着对方（不是死盯着），还要留心倾听，别东张西望或心不在焉，要点头、微笑，并说：“是的，我明白了。”

EXPRESSION: 表情

Maintain an alert, interested, and friendly expression (or sympathetic, if necessary). A sour, cold, bored expression puts the guest off.

要保持一种机警、专注和友好的表情（必要时，要有同情心），那种酸楚、冷淡、厌烦的表情会把客人赶走。

APPEARANCE: 仪表

Body Cleanliness 身体清洁

A bath should be taken and a deodorant used daily. Clean undergarments should always be worn.

应该每天洗澡，并使用除臭剂，要始终穿干净的内衣。

Skin 皮肤护理

Skin should not be spotty. This is not always controllable, but cleanliness, proper diet, fresh air and plenty of rest will help.

皮肤应无污点，尽管这往往是难以避免的，但保持清洁，适当饮食，吸收新鲜空气和充分休息将有助于皮肤护理。

Make-up 化妆

Make-up should be moderate. Heavy make-up is out of place with a uniform and will soon become messy in the heat and hurry of your work. *"The best make-up of all is a smile and it only takes a second to put on."*

化妆要适当，穿上制服不宜浓妆打扮，而且在高温和工作繁忙的情况下很快便弄得不成样子。最好的打扮是笑容可掬，这种打扮只消一秒钟即可做到。

Hair 头发清洁

Hair should be short and neat and should be shampooed often. For ladies, if you wear your hair long off-duty, there are many

pretty ways to put it up while you are in uniform. Male employees should not have longer hair than the majority of male guests who use the hotel.

头发应该短而整洁，还要经常洗发，对女服务员来说，如果你想下班后仍保留原有长发的话，那么上班时也有多种可行的能把头发束起来的办法。男服务员的头发则不宜比旅馆内大多数男宾的头发更长。

Teeth 牙齿卫生

Teeth should be brushed daily, and should be checked by the dentist regularly. Poor teeth affect your health as well as your appearance. Use a mouth-wash and be careful about eating highly-seasoned foods before going on duty to avoid bad-breath.

每天应刷牙，而且宜清牙齿作定期检查。坏牙不仅影响外表，且影响健康。上班前，先用漱口剂漱口，尤其要注意少吃气味很浓的食物，以免嘴巴发出难闻的味儿。

Hands 双手卫生

Hands are important in the safe handling of food. The health of the public is in your hands. Hands should be kept clean by washing often with plenty of hot water and soap. Use a nail-brush and clean under the nails thoroughly. Remove stains from fingers with a piece of lemon. Long red nails for female employees are not allowed.

双手对食物的安全处理至关重要，公众卫生就掌握在你的手中。要经常用足量的热水和肥皂洗涤，以保持双手清洁。指

甲要用刷子将里面彻底弄干净，用一片柠檬即可将指上的污渍去掉。女服务员是不允许留长指甲和涂红指甲油的。

Feet 足部护理

Feet should be treated carefully. Tired feet may be helped by soaking in hot water or by putting them alternatively in hot and cold water.

应小心护理双脚。用热水浸脚或将双脚轮换地浸于冷、热水中有助于减轻脚部疲劳。

Shoes 鞋子的清理

Shoes should be of good quality and a good fit to give you proper support. This is for your own comfort and to prevent future backache and foot trouble. Shoes should be kept clean and in good repair. Worn-down heels on one side will put your body off-balance. Having an extra pair at work to change into during your shift will make you more comfortable, especially if you have been caught in the rain.

要穿质量好的鞋子。合脚的鞋能予你以很大的帮助，既能令你感到舒适又可避免日后出现腰痛和脚疾。鞋子应保持清洁，并处于良好状态。一边鞋跟的磨损，会令你的身体失去平衡。上班时，多准备一双鞋子供更换之用会使你更感舒适，当你遇上雨天，尤其如此。

Socks and Stockings 袜子

Socks and stockings should be washed after each wearing. They should be the proper size, free from runs and holes.

每次穿过的袜子应洗涤。袜子的尺寸要适当，不穿走纱和穿孔的袜子。

Uniforms 制服

Uniforms should be worn with pride and should, therefore, always be clean, well-pressed and fresh. A sweater should not be worn under a uniform. For ladies, hem of slip should not show and dark slips should not be worn with light uniforms. *Uniforms should not be worn on the street or any other place, except at work.*

穿制服应有一种自豪感，因此制服要经常保持整洁、熨平 and 新鲜。不要用制服去盖上毛线衣。对女服务员来说，衬裙的边不要外露，也不要穿浅色制服时穿深色衬裙。制服只在上班时穿用，切勿穿制服上街或到别的地方去。

Aprons 围裙

Aprons should be clean and neat with apron strings tied in a neat bow.

围裙要整洁，并将其带子系成整齐的蝴蝶结。

Jewellery 饰物

Jewellery should not be worn with a uniform. There is a danger it may fall off, or stones fall out in the food. A wrist watch, plain wedding ring and engagement ring should be the only jewellery permitted.

不要在穿制服时配戴饰物，因有跌落的危险，或有掉到食物上的可能。只有手表，普通的结婚、订婚戒指是允许配戴

的。

General Appearance 整体外表

Check your appearance carefully and have another employee check it for you before going on duty, and often during the day, if there is no mirror. If you must fix your hair or straighten your tie or stockings, go to the washroom or somewhere out of sight of the guests.

Be conscious of your neat, clean and pleasant appearance and it will be noticed and appreciated by others.

上班前，应小心检查自己的外表，最好请其他同事帮你再检查一遍。要是没有镜子，那么在当班的时间内，要请同事经常进行检查。如果你必须整理头发，弄直领带或袜子的话，那就到洗手间或见不到客人的地方好了。

要自觉地使自己的外表做到整齐、清洁和悦目，这样，你才会受到别人的注目和赞赏。

SPEECH AND SMILES: 言谈与笑容

This course will teach you what to say (and what not to). Every culture is different. Try to appreciate this. For example, Westerners like to joke, so please don't take offence.

这本书将教你该说什么和不该说什么。每种文化都不同，要学会辨别这种区别。例如：西方人喜欢开玩笑，所以你无须介意。

- * Don't use coarse expressions or slang.
- * Don't use swear words, even in Chinese (which many

guests understand).

- * Don't try to be funny or smart.
 - * Don't call foreigners "Kwei-lo" or other derogatory terms. You only degrade yourself by using such terms.
 - * Don't imitate someone's speech, accent or tone of voice like a parrot.
- Your *tone of voice* must be pleasant and controlled.
Never shout or use sarcasm or be impatient.
Above all, SMILE, even if you are a girl, and you were taught to be reserved with strangers.
- * Guests are *not* strangers — they are friends of our business. Remember to smile with your eyes, and not only show your teeth.

On the telephone, put a smile into your voice.

- 不要使用粗俗的言词或者俚语行话。
 - 不要使用骂人的话，即使说汉语时也要如此（许多外国人懂得汉语）。
 - 不要显得滑稽或俏皮。
 - 不要称外国人为“鬼佬”或用别的贬义称呼。使用这些言词只能降低你自己的身份。
 - 不要象鹦鹉学舌那样，模仿他人的言谈、口音或声调。你的语调定要令人愉快，且做到有节制。千万别高声喊叫，别使用讽刺语言或显得不耐烦。
- 尤其要面带笑容，即使你是位少女，而且别人曾教导过你要对陌生人含蓄，也应笑容可掬。
- 宾客并不是陌生人——他们是我们事业上的朋友。
- 记住在微笑时，你的眼睛也要含有笑意，而不仅仅是露