

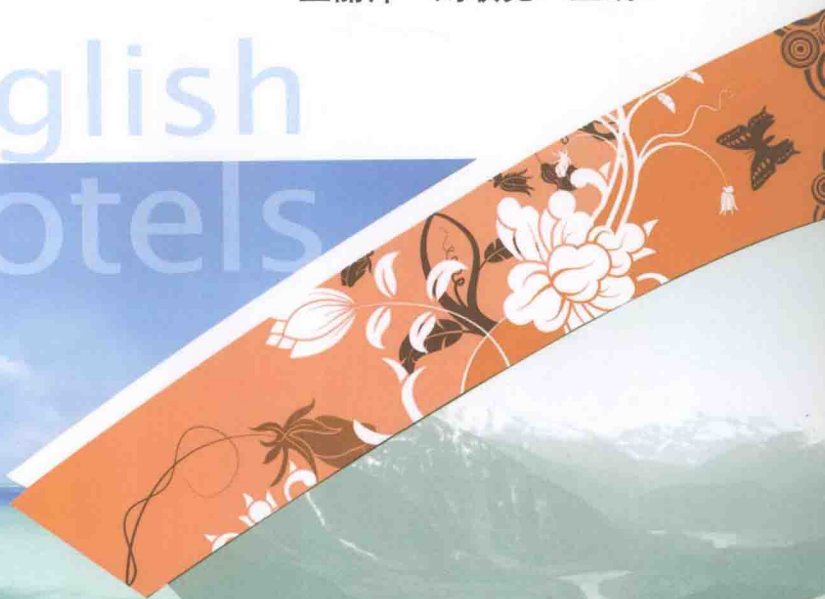


21世纪高职高专规划教材 • 旅游酒店类系列

饭店实用口语

王丽萍 刘联党 主编

Oral English
FOR Hotels



清华大学出版社
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内 容 简 介

本书根据饭店管理和旅游管理专业的实际需要编写而成,旨在培养学生用英语进行涉外酒店服务的工作能力。全书分为五部分,分别介绍了饭店的前厅服务(预定客房、接待服务、迎接服务、问询服务、处理客人投诉)、客房服务(迎接客人、客房服务、洗衣服务、叫早服务、维修服务)、餐饮服务(订餐服务、顾客就座、点菜、上菜、自助餐服务、酒吧服务)、商务中心(文秘服务、提供信息、通信服务、邮寄服务、订票服务)和特殊服务(康乐中心、出纳员、托婴服务、寄存服务、处理投诉)项目的常用口语。课文采取对话的形式,每篇课文后附有常用单词、短语及大量习题。附录提供了饭店服务的基本句型、常用词语和相关术语。

本书可作为高职高专旅游酒店类专业的基础教材,也可供其他方面的涉外工作人员和广大英语学习者阅读和参考。

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前言 | Preface

近年来，酒店业在我国取得了长足的进展，不仅经营理念发生了巨大的变化，酒店的服务也朝着多样化的方向迈进。本书从酒店从业人员的工作实际出发，旨在培养学生用英语进行涉外酒店服务的工作能力。

本书分为五部分，分别介绍了饭店的前厅服务、客房服务、餐饮服务、商务中心和特殊服务项目的常用口语。本书针对性强，每个单元以一项酒店服务的流程为起点，然后详细介绍该服务的方法和要点。对话均设有特定情景并围绕特定事情展开，语言简练地道，交际功能突出。结合课文内容，选取了工作中使用频率高的句型，进一步扩大了读者的知识面，也为读者提供了口语训练的素材，读者可以通过掌握这些句型来拓展自己的语言广度。书后附录部分为饭店英语的相关词汇和句型，便于读者查阅，也彰显出本书的实用性。在学习过程中，建议读者加大参与力度，在对话中扮演不同的角色，体会语言的应用。

本书由邯郸职业技术学院王丽萍、杨凌职业技术学院刘联党任主编，具体分工如下：王丽萍老师（邯郸职业技术学院）编写了第1至第5单元；刘联党老师（杨凌职业技术学院）编写了第12至第21单元及第25单元；赵伟华老师（邯郸职业技术学院）编写了第6至第8单元；张瑜老师（陕西西安欧亚学院）编写了第22至第24单元；黄从玲老师（杨凌职业技术学院）编写了第11单元和第26单元；严军花老师（邯郸职业技术学院）和于兵（邯郸市烟草局）编写了第9、第10单元及附录部分。

全书在编写过程中得到邯郸职业技术学院杨爱花教授的热情帮助和大力支持，在此致以最诚挚的谢意。

本书在编写过程中参阅了国内外同行编著的有关论著，书后的参考文献只是我们所参考文献的一部分，在此向在书后已标注和未标注参考文献的作者致以诚挚的谢意。

由于编者水平有限，书中不妥之处在所难免，恳请各位同行和读者指正。

编者

2012年6月

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PART I

FRONT OFFICE SERVICE

Unit 1 Room Reservations

Dialogues

1 - 1 A Long Distance Call Reservation

Scene: *Henry Bellow(B) and Mzrgaret Bellow, an American couple, are going to spend their holiday in China. Now Mr. Bellow is making a reservation at Huatian Hotel in Shanghai through a long distance call.*

Reservation(R): Shanghai Huatian Hotel. Reservation Desk. Can I help you?

B: I'm calling from New York. I'd like to reserve a room in your hotel.

R: What kind of room would you like, sir? We have single rooms, double rooms, suites and deluxe suites in Japanese, British, Roman, French and presidential styles.

B: A British suite, please.

R: Would you like breakfast?

B: No, thanks.

R: Can you give me your name please, sir?

B: Henry Bellow. B-E-L-L-O-W.

R: Thank you, Mr. Bellow. And your arrival and departure dates?

B: From May 26th to May 29th.

R: Very well, Mr. Bellow. A British suite without breskfast from May 26th to May 29th. Am I correct, Mr. Bellow?

B: Yes, thank you. One more thing, could you tell me how to guarantee my reservation?

R: I'll just need your credit card number, and I'll take care of the rest.

B: AE card. No. 1734, 4018, 2273, 1868.

R: Thank you, Mr. Bellow. You'll be expected to be here then.

B: That's fine. Thank you, madam. Goodbye.

R: Goodbye.

1-2 A Face-to-Face Reservation

Scene: *The receptionist(R) receives a client(C).*

R: Can I help you, sir?

C: I'd like to book a single room with shower for Mr. George Smith. He plans to arrive on the 20th of this month.

R: How long will he be staying?

C: I don't know, but it could be anything from seven to ten days.

R: Then we can only confirm a room from the 20th to the 27th. I'm afraid we won't be able to guarantee him a room after the 27th. We usually have a high occupancy rate in the peak seasons.

C: What if there isn't any room then?

R: Don't worry, sir. We can either put him on a waiting list or find him a room in a nearby hotel.

C: I see. One more thing, Mr. Smith is handicapped. Do you have facilities for the handicapped?

R: Yes, sir. We have special bedrooms which have a wide door into the bathroom with appropriate washing and toilet facilities. Besides, there're no steps between the street and the entrance to the hotel. There is a special lift from the car park to the 1st floor, and lifts are all wide enough to take a wheelchair.

C: Fine. How much do you charge for a single room for the handicapped?

R: For one night, the hotel cost would be 200 yuan. How will he be paying, sir?

C: His company will cover all the expenses. We'll send you a check right away.

R: Thank you, sir.

C: Thank you. Goodbye.

1-3 A Group Reservation

Scene: *The telephone rings. The Reservationist(R) answers the phone.*

R: Reservations. May I help you?

Client(C): Yes. The American People-to-People Education Delegation will be visiting Shanghai at the end of this month. I'd like to reserve 10 double rooms with twin beds for five days.

R: For which dates?

C: From May 23rd to 27th.

R: One moment please, sir. (*The reservation checks the list.*) Yes, we can confirm 10 rooms for five days.

- C: Thank you. Is there a special rate for a group reservation?
- R: Yes, there is a 10 per cent discount.
- C: That's fine.
- R: By the way, how will they be getting to Shanghai? Will they be coming by air?
- C: Yes.
- R: Could you give me the flight number please, in case the plane's late?
- C: Oh, sorry. I don't know the flight number, but I'll let you know by phone tomorrow.
- R: Thank you, sir.
- C: Oh, yes. According to the program, they'll have a meeting on the 25th. Have you got a big conference hall?
- R: Yes, sir. We have a very nice multi-function hall, but you'll have to speak to the sales manager about that. Please hold on a moment and I'll see if I can put you through.

New Words and Useful Expressions

reservationist	<i>n.</i> 预定处值班员	suite	<i>n.</i> 套房
departure	<i>n.</i> 离开	confirm	<i>n.</i> 确认
handicapped	<i>a.</i> 残疾的	make a reservation	预订
in case	如果, 万一	according to	根据, 按照

Notes to the Text

- Reservation Desk
预订处
- Would you like breakfast?
这里指住房要不要包早餐而不是问客人要不要吃早饭。
- the American People-to-People Education Delegation
美国民间教育代表团
- a double room
双人房
双人房内可设有单人对床 (twin beds) 或双人床 (a double bed)。这里, 代表团预订的是十间有对床的双人房。
- a multi-function hall
多功能厅
- Can I help you 是主动提供帮助的用语, 也可说成 May I help you, 与 What can I do for

you 常用做服务性工作的招呼语。

7. We usually have a high occupancy rate in the peak seasons.

旺季时我们的客房住宿率通常很高。

8. What if there isn't any room then?

倘若到时候没有空房怎么办?

又如: What if he doesn't come?

如果他不来, 怎么办呢?

9. cover all the expenses for him

替他承担所有的费用

Useful Drills

1. Accepting Reservations 接受预订

- 1) What's the price difference?

(两种房间的) 价格有什么不同?

- 2) 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, 背阴面的每晚 115 美元。

- 3) I think I'll take the one with a front view then.

我想我还是要阳面的吧。

- 4) And we look forward to seeing you next Thursday.

我们盼望下周四见到您。

- 5) I'd like to book a single room with bath from the afternoon of October 5th to the morning of October 10th.

我想预订一个带浴室的单人房间, 10 月 5 日下午到 10 月 10 日上午用。

2. Fully Booked 预订满了

- 6) I'm sorry, but we're booked up.

很抱歉, 我们没有空房了。

- 7) I'm sorry, but all rooms are taken.

很抱歉, 所有的客房都已经订满了。

- 8) We don't have a single room available. Would you mind a double room instead?

我们现在没有单人房间。您觉得双人房怎么样?

3. Group Reservation 团体预订

9) I'd like to reserve some rooms for a tourist party.

我想为一个旅游团订房间。

10) Is there any preferential rate for the party?

团体预订是否有优惠?

11) We offer you a 15% discount for a group reservation.

团体预订可以享受 15% 的优惠。

4. Canceling a Reservation 取消预订

12) I'd like to cancel a reservation because the travel schedule has been changed.

因为旅行计划有所改变,我想取消已经预订的房间。

13) OK, I'll cancel Mr. Bellow's reservation for October 10th for 5 nights. My name is Li Li and we look forward to another chance to serve you.

好的,我将取消贝罗先生 10 月 10 日的 5 个晚上的预订。我叫李丽,希望下次有机会为您服务。

Exercises

1. Role-play

Client: Your name is Bill Brown. You'd like to book a single room with shower for October 2nd and 3rd.

Hotel employee: You answer the phone and accept the booking.

2. Complete the following dialogues

A: Reservations. 1) _____?

B: Yes, I'd like to book a room for my friend, Gary Smith.

A: 2) _____?

B: A double room with bath. 3) _____?

A: It's 150 yuan. 4) _____?

B: Ten days.

A: 5) _____?

B: On the 18th.

A: 6) _____?

B: No, thanks.

A: 7) _____?

B: That's right. Thank you.

A: You're welcome. And thank you for your calling. Goodbye.

3. Put the following into Chinese

- 1) I'd like to reserve a Spanish suite with breakfast from the 8th to the 12th of next month.
- 2) How much do you charge a day for a double room with bath?
- 3) I'll be arriving by air early in the morning. Can I check in then?
- 4) Could you confirm ten rooms for a week as a group reservation for our travel agency?
- 5) Can you put me on a waiting list and inform me as soon as you have a spare room?

4. Choose the most appropriate word

- 1) "To reserve a room" means _____.
 - A. to live in a room
 - B. to clean a room
 - C. to book a room
- 2) A collect call should be paid by _____.
 - A. the one who receives the call
 - B. the one who makes the call
 - C. the one who puts through the call
- 3) A reservationist is a hotel employee _____.
 - A. who is in charge of reservations
 - B. who would like to reserve a room in the hotel
 - C. who is making a call at the Reservation Desk
- 4) An operator is normally a woman _____.
 - A. working at the Reception Desk
 - B. working at the General Switchboard
 - C. working in the office of the manager
- 5) An IDD system can offer the convenience of _____.
 - A. indirect distance calls to all parts of the country
 - B. direct dial to all the foreign countries
 - C. inside calls

5. Put the following into English, using the "will be doing" structure

- 1) 我希望我们不久以后会再见面。
- 2) 今天下午三点钟您不要打电话来, 那时我在上课。

- 3) 明天上午这个时候,我们要在会议室开会。
- 4) 今晚七点钟你们干什么?
- 5) 他七点钟在大厅等您,行吗?

课后题答案:

1. Do it by yourself.
2. 1) Can I help you
2) What kind of room would you like, sir
3) How much do you charge
4) How long will Mr. Smith be staying
5) When will he be arriving
6) With breakfast
7) Well, Mr. Gary Smith, a double room with bath from the 18th and for ten days and without breakfast. Am I right, sir
3. 1) 我想预订一间西班牙式的套房,时间是下个月 8 日至 12 日,要包早餐。
2) 一间带浴室的双人房每天收费多少?
3) 我将在清晨乘飞机抵达。那时候我能登记住宿吗?
4) 您能否确保为我们旅行社团体预订 10 间房,住一星期吗?
5) 您能替我登记在侯房单上,一有空房就通知我吗?
4. 1) C 2) A 3) A 4) B 5) B
5. 1) I hope that we will be meeting again soon.
2) Please don't ring me up at three this afternoon. I'll be having a lesson then.
3) At this time tomorrow morning, we will be having a meeting in the meeting-room.
4) What will you be doing at 7 tonight?
5) He will be waiting for you in the lobby at seven. Is that all right?

Unit 2 At the Reception Desk

Dialogues

2-1 At the Entrance

Scene: A car pulls up in front of Huatian Hotel and a bellman (Bm) goes forward to meet the guests, opening the door of the car for them.

Bm: Good evening, madam and sir. Welcome to our hotel.

Mr. Bellow(B): Thanks. Good evening.

Bm: (*Opening the trunk, taking out the baggage and looking at the name on the baggage tags*)

I'm the bellman, Mr. Bellow. So you have got altogether four pieces of baggage?

B: Yes.

(*The doorman opens the gate.*)

Bm: The Reception Desk is straight ahead. After you, please.

2-2 Registration

Scene: At the Reception Desk.

Receptionist(R): Good evening. What can I do for you, sir?

B: I reserved a British suite three weeks ago. I'm Henry Bellow.

R: Just a moment, please, Mr. Bellow. I'll check the arrival list.

(*The receptionist checks the list.*)

Could I see your passports, please?

(*Checking the passports and giving them back*)

Thank you, sir. And would you mind filling in the registration form?

B: I'll take care of it.

(*Filling out the form*)

Here you are. Is it all right?

R: Yes, thanks. How are you going to pay, in cash or by credit card?

B: Could I pay with traveller's checks?

R: Certainly. Here's the key to Room 908 and your room cards. Please keep them. And the bellman will show you up to your room. Have a nice-evening, sir. And enjoy your stay.

B: Thank you.

2-3 Hiring a Taxi

Doorman(D): Good morning, sir. Can I help you?

Client(C): Good morning. Can you get me a taxi?

D: Where do you want to go, sir?

C: I want to go to the Forbidden City.

D: Single trip or round trip?

C: Single trip. Could you tell the driver to make a detour to the Bank of China? I need to change some money there.

D: Yes, I will tell him.

C: By the way, how do you figure out the carfare?

D: According to the kilometer, the first five kilometers is RMB 10, and RMB 2 for every extra kilometer.

C: Oh, I see. Thank you. How long do I have to wait?

D: The taxi will be here right away.

New Words and Useful Expressions

registration *n.* 登记, 注册
doorman *n.* 门卫人员
detour *n.* 迂回
the Forbidden City 紫禁城
round trip 往返程

bellman *n.* 应接员, 行李员
pull up 使……停下, (车) 停
carfare *n.* 车费
single trip 单程
receptionist *n.* 接待员

Notes to the Text

1. A bellman goes forward to meet the guests, opening the door of the car for them. 这里, opening the door of the car for them 是现在分词短语, 用做伴随状语。
2. The Reception Desk is straight ahead.
接待处就在前面。
3. After you, please.
您先请。这是礼貌用语。
4. four pieces of baggage
四件行李
Baggage 是不可数名词, 英国人说 luggage。
5. Can you get me a taxi?
你能帮我叫辆出租车吗?
Would you like me to call a taxi for you?
我能替您叫一辆出租车吗?

Useful Drills

1. Greeting 问候客人

- 1) How are you today, Mr. Bellow?
您今天好吗, 贝罗先生?
- 2) It's good to see you again, sir/madam.

再次见到您真高兴, 先生/女士。

- 3) Are you Mrs. Bellow?

您是贝罗夫人吗?

- 4) You must be Professor Bellow.

您一定是贝罗教授。

2. Asking for Some Information in the Lobby 在大厅询问一些信息

- 5) Excuse me, where is the restaurant?

打扰一下, 请问餐厅在哪儿?

- 6) Excuse me, where can I buy some cigarettes?

打扰一下, 我到哪儿可以买到香烟?

- 7) There is a counter selling all kinds of souvenirs.

有个柜台出售各种各样的纪念品。

3. Asking the Guest to Have a Wait 让客人稍等

- 8) Thank you for waiting.

您久等了。

- 9) I am very sorry to have kept you waiting.

很抱歉让您久等了。

- 10) Could you wait a little longer, please?

请您稍等好吗?

4. Making an Apology 道歉

- 11) I am very sorry for the delay.

很抱歉耽误了时间。

- 12) I would like to apologize for the mistake.

为这个错误我表示深深的歉意。

- 13) I am very sorry for the inconvenience.

很抱歉给您造成不便。

5. Leaving 客人离店

- 14) Have a nice day.

祝您有美好的一天。

- 15) Thank you for staying with us.

谢谢光临。

16) We hope to see you again soon.

希望不久能再次见到您。

Exercises

1. Role-play

Client: You'd like a single room for tonight. You have no reservation.

Hotel Employee: It's 9:00 in the morning. You can let the client have a room. It's 150 yuan.

Give the client his key. The room is Number 109. The bellman will show the client up.

2. Complete the following dialogue

A: Good morning, sir. 1) _____?

B: Yes, 2) _____.

A: Oh, sorry, 3) _____. Would you like me 4) _____?

B: No, thanks. I'd like to stay at your hotel. It's more convenient.

A: Then, 5) _____ instead?

B: How much is the double room?

A: 6) _____.

B: That's OK. I'll take it.

A: May I see 7) _____?

B: Here it is.

A: 8) _____? That is the form.

B: Oh, thank you.

3. Fill in the blanks with the following expressions

(*recommend... to, pull up, have a check, get in touch with, make a reservation, book up*)

1) The president _____ the young man _____ the professor for advanced studies.

2) On holidays all the rooms _____.

3) The driver _____ the car in time and avoided an accident.

4) With the help of the police, the old lady _____ her lost daughter at last.

5) I've _____ at the Park Hotel through a long distance call.

6) Before handing in your test paper, you must _____.