

高等教育“十二五”规划教材·旅游酒店系列

酒店商务英语

JIUDIAN SHANGWU YINGYU

◎ 主 编 唐 羽

◎ 副主编 张 巍 王子寒 卢 宇



北京交通大学出版社
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内 容 简 介

本书为旅游酒店管理专业系列教材之一,共分为十个单元,配有五套综合模拟测试练习题。每个单元由“学习目标、背景知识、对话训练、快速阅读、写作技巧、词汇扩展”等部分组成。每个单元一个主题,涵盖听、说、读、写、练等基本环节。本书侧重于现代酒店重要构成部门的服务用语及酒店业相关内容,包括预订服务、入住服务、客房服务、餐饮服务、宴会服务、通信服务、会议服务、消遣服务、退房服务及应对特殊问题等内容。

本书构思新颖,内容独特,实用性强,使用范围广,适合普通高等院校、应用型本科及高职高专院校的酒店管理专业教学使用,同时可用作酒店业服务与管理人员的培训教材,也可作为酒店从业人员自学的书籍。

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前言

酒店商务英语是普通高等院校、高等职业及专科学校、成人教育酒店管理专业的一门核心课程。通过“听、说、读、写”四位一体的教学模式，使学生很好地掌握酒店管理专业基本的理论知识，并将英语更恰当地运用于酒店管理与服务的过程中。

随着中国酒店业的迅速发展，我国将成为世界第一大旅游接待国。为了适应我国旅游业的蓬勃发展，适应世界第一大旅游市场的人才需要，我国各大专院校急需培养出既有酒店管理专业知识基础又能够自如运用英语对客服务与交流的复合型人才。因此，增强酒店专业英语教学具有重要的现实意义。

本书以“单元”为基本结构形式，将教学内容分解为若干个训练部分，向读者提供比较全面的学习及练习指导材料，并突出三大特色。

第一，实用性强。在编写过程中坚持实用性原则，专业知识通俗易懂，突出实际英语训练环节，重点加强对学生英语服务技能的培养与训练。

第二，可理解性强。本书语言简练，主要运用酒店各场合实际情景模拟教学，使读者能够模仿真实环境进行学习与训练。

第三，针对性强。围绕读者酒店英语服务技能的内容和要求，着眼于酒店各部门的英语服务训练，突出较强的专业性。

本书由沈阳工学院唐羽担任主编，提出本书的编写思路、框架结构；李薇薇负责设计各单元内容并搭配教学内容的图片；卢宇负责全书的统稿与校对工作。其中，唐羽编写第1、4、5、6、7、9单元，张巍编写第2、10单元，王子寒编写第3、8单元，唐羽、赵春芷、王帆编写习题部分。

本书为辽宁省教育厅 2016 年本科教改立项（酒店管理专业共建共管共享的校外实践教育基地建设模式研究与实践）项目成果、辽宁省大学生实践教育基地（沈阳工学院—沈阳假日大厦有限公司实践教育基地）建设项目成果、沈阳工学院教学改革立项课题（酒店专业实践教育基地“教产一体化”建设模式的研究与实践）成果、沈阳工学院经济与管理学院课程改革建设教材。

本书编写组结合酒店业市场的发展和职业服务的技能需要，突出体现“课程结构职业化、实际操作模块化、顶岗实习标准化”的应用型教学模式。

本书在编写过程中，参考了大量资料，部分来源于互联网和编写组成员日常的教学积累资料，有些资料无法核实准确出处，在此一并向相关单位和作者表示感谢！编者水平所限，书中疏漏和不足之处在所难免，恳请专家与读者批评指正！

编者

2016 年 7 月

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Unit 1

Reservation Service 预订服务



Learning objectives 学习目标

After learning this unit, you should

- acquire the knowledge about how to reserve a hotel;
- organize the basic words and expressions about reservation;
- learn some cultural knowledge about hotel reservation;
- find ways to improve your writing skills about reservation application forms;
- be familiar with some famous hotels home and abroad.



Part 1 Background knowledge 背景知识

Reservation is now widely adopted as a promotion method; meanwhile reservation makes it possible for the hotel to be well prepared as guests' requirements.

Reservation Methods 预订的方式

1. Telephone Reservation (电话预订)

Telephone reservation is quick, personal and convenient, therefore customers could adjust their schedules according to the information provided by the reception on the phone. Yet language may prove to be the main obstacle, such as foreign languages, dialects or even

weak voices during the phone call. To avoid mistakes, the clerk answering the call must write down reservation details carefully and repeat the information for the guest to confirm.

2. Fax Reservation (传真预订)

Fax reservation is more formal and accurate, which decreases mistakes and future disputes.

3. Internet Reservation (网络预订)

Internet reservation is the latest method that is used by an increasing number of people, as it is more convenient and inexpensive.

4. Mail Reservation (邮件预订)

Travel agency mainly makes use of mail reservation.

5. Oral Reservation (口头预订)

Oral reservation offers chances for a hotel to fully understand a guest's requirements as he will go personally or ask the agent to reserve in the hotel.

6. Contract Reservation (合约预订)

Contract reservation is usually in place for long-term renting with commercial cooperators or travel agencies.



Part 2 Speaking 对话训练

Dialogue 1

A Group Reservation

(Scene: A guest calls the hotel to reserve rooms for an American group.)

R: Reservation; G: Guest)

R: Shanghai Hotel, Reservation Desk. May I help you?

G: Yes, I'd like to make a group reservation in your hotel.

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

G: We'd like to have 12 double rooms and a Japanese suite.

R: Oh, I see. May I have the name of the group?



G: The American Education Delegation.

R: For how many nights?

G: From May 23rd to May 27th, 4 nights in total.

R: May I have your name, sir?

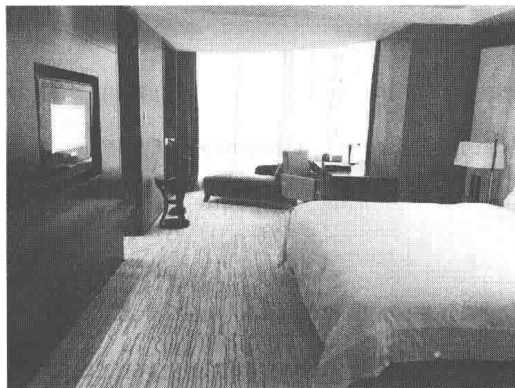
G: George Smith.

R: Oh, I see. The American Education Delegation would like to have 12 double rooms and a Japanese suite from May 23rd to May 27th.

G: Thank you. Could you tell me how much you'll charge for a double room? And do you have a special rate for group reservations?

R: For one night, a double room in our hotel is 800 yuan and a Japanese suite is 1 200 yuan, we also offer a special rate for group reservations, a 20 percent discount. So, it's only 640 yuan for a double room and 960 yuan for a suite.

G: That's great. Could you pick us up at the airport?



R: Yes, of course. Our shuttle bus will be waiting for you at the airport. But could you give me the flight number, in case the flight is delayed?

G: MU435. And have you got a big conference hall? We'll have a meeting in your hotel during our stay in Shanghai.

R: Yes, sir. We have a very nice multi-media hall on the second floor. But I'm afraid you'll have to reserve it with the sales manager. Would you please hold on, and I'll check whether I can put you through.

G: That's fine. Thank you.

R: I'm always at your service.

Notes

- | | |
|-------------------------------|---------------|
| 1. deluxe | 精装的, 豪华的 |
| 2. delegation | 代表团 |
| 3. special | 特别的, 特殊的, 专门的 |
| 4. pick sb. up at the airport | 去机场接某人, 接机 |
| 5. shuttle bus | 往返汽车, 机场大巴 |
| 6. multi-media | 多媒体的 |
| 7. put through | 经受, 测试; 接通电话 |

Dialogue 2

Registering a Tour Group

(A: Tour group coordinator; B: Tour group guide; C: Mr. Smith)

A: Good evening. Who is the tour guide, please?

B: It's me.

A: Hello. My name is Wang Nan, the tour group coordinator. Welcome to our hotel. I'd like to reconfirm your reservation.

B: Hello. My name is Liu Ming, the tour guide. This is the leader of our tour group, Mr. Smith.

A: How do you do, Mr. Smith? Nice to meet you.

B: How do you do, Mr. Wang? Nice to meet you, too.

A: Is there any change in the number of your group members?



B: No.

A: Very good, sir. You have made a reservation for 12 double rooms and 4 single rooms. Here is the room list. Do you have a group visa?

C: Yes. Here you are.

A: All right. I'll get your group visa photocopied. Please wait a minute.

A: Here are the room cards and breakfast vouchers, Mr. Liu. Are you going to distribute them yourself?

B: No, I'll give them to Mr. Smith. He will distribute them.

A: May I confirm your check-out time? According to the schedule, you will check out at 8:00 a. m. on 18th, is it right?

B: I'm sorry that we'd like to change our check-out time to 8:30 a. m.

A: No problem, sir. What time would you like to have a morning call?

B: 7:00 a. m.

A: I see. 7:00 a. m. on 18th. Could you please place your luggage in front of your room doors by 8:00 a. m. ? The bellman will pick them up. Anything else?

B: No. Thank you.

A: If there is any change, please inform the Front Desk.

B: OK. Thank you.

A: Thank you. Enjoy your stay.



Notes

- | | |
|----------------------|-----------------------------|
| 1. visa | 签证 |
| 2. get...photocopied | 复制, 复印 |
| 3. voucher | 凭证, 收据 |
| 4. distribute | 分发; 分配; 分布; 把……分类; 分开 |
| 5. schedule | 时间表; 计划表, 日程安排表; 目录, 清单; 报表 |
| 6. check out | 结账后离开, 退房 |
| 7. luggage | 行李 |
| 8. in front of | 在……的前面 |
| 9. bellman | 行李员 |
| 10. pick up | 捡起; 拿; 获得 |
| 11. confirm | 确定; 证实 |

Part 3 Reading 快速阅读

Passage 1

Hotel Phoenix Singapore

While many hotels have their expansion stalled by the economic crisis, Hotel Phoenix Singapore is bucking the trend. It is adding more rooms, never minding that rates in Singapore have actually gone down. Travel Asia profiles how one of Singapore's

older properties — Hotel Phoenix Singapore — is also one of its most progressive and forward thinking properties.



It has allowed \$ 5.25 million in building 83 more hi-tech rooms and is doubling its function rooms to four.

Noel Hawkes who is the general manager explains, “We believe that a company that is not growing is dying and we see the economic downturn as an opportunity to expand and increase our facilities in preparation for the new millennium.”

“We expect that the economy in Singapore and the region will be improved by the year 2000 and we will reap the benefits of our investment in the not too distant future.”

The relocation of the medical center from the Specialist Shopping Center frees three floors in the hotel, of which two will be converted into super deluxe rooms and one will be converted into the executive floor.

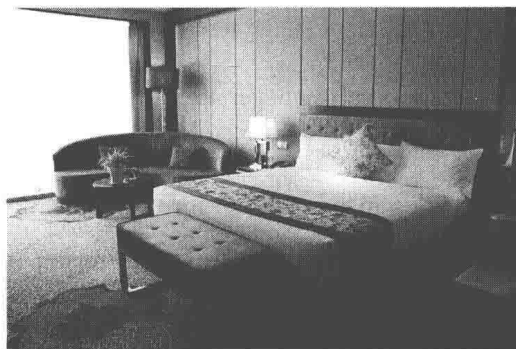


Phoenix currently has 312 rooms and two existing executive floors. All super deluxe rooms will have an IDD telephone with voicemail in English, Mandarin and Japanese. A color TV with international channels such as CNN, NHK and in-house movie channels will also be provided. Ports will be provided to plug in laptops.

Guests without computers can stay in Phoenix's existing rooms which are provided with an NEC personal multimedia computer equipped with direct internet access, e-mail facilities, Microsoft Office, BigLobe Financial Website, Newspapers of the World, video-games, video and music CD players.

All the new rooms will also have the latest OSIM fully-automatic personal massage couches to help guests relieve stress, tension, aches and pains and improve blood circulation.

Guests will be given free entry to California Fitness Center, the largest gym in Singapore, which is two blocks away from the hotel.



Vocabulary

buck	强烈抵抗
circulation	循环; 流通; 发行量; 通货
couch	睡椅, 长沙发
currently	普遍地, 通常, 现在, 当前
decline	下倾, 下降, 辞职, 衰退; 婉拒
downturn	衰落, 降低
executive	实行的, 执行的, 行政的; 高级享受的