

LISTENING & SPEAKING COURSE FOR HOTEL ENGLISH

饭店英语听说教程

柯淑萍 / 主编

吴 洁 邱培磊 / 副主编



ZHEJIANG UNIVERSITY PRESS
浙江大学出版社

LISTENING & SPEAKING COURSE FOR HOTEL ENGLISH

饭店英语听说教程

柯淑萍 / 主编

吴 洁 邱培磊 / 副主编

陈积峰 / 参编



ZHEJIANG UNIVERSITY PRESS
浙江大学出版社

图书在版编目(CIP)数据

饭店英语听说教程 / 柯淑萍主编. — 杭州: 浙江大学出版社, 2017.8

ISBN 978-7-308-17272-1

I. ①饭… II. ①柯… III. ①饭店—英语—听说教学
—高等职业教育—教材 IV. ①F719.3

中国版本图书馆CIP数据核字(2017)第196775号

饭店英语听说教程

柯淑萍 主编

责任编辑 张颖琪

责任校对 董 唯

封面设计 春天书装

出版发行 浙江大学出版社

(杭州市天目山路148号 邮政编码 310007)

(网址: <http://www.zjupress.com>)

排 版 杭州林智广告有限公司

印 刷 杭州杭新印务有限公司

开 本 787mm×1092mm 1/16

印 张 14.75

字 数 368千

版 次 2017年8月第1版 2017年8月第1次印刷

书 号 ISBN 978-7-308-17272-1

定 价 38.00元

版权所有 翻印必究 印装差错 负责调换

浙江大学出版社发行中心联系方式: 0571-88925591; <http://zjdxcs.tmall.com>

前言

旅游业被业内人士称为“永远的朝阳产业”和“永远的绿色环保产业”，是充满诱惑力的黄金产业。预计在未来10年内旅游业将成为许多地方的经济支柱。旅游业与酒店业一直有着千丝万缕的关联，随着国内旅游业的快速发展，酒店业也随之步入提升期。然而，具有较强的外语表达能力、懂国际惯例，又熟知酒店业务的酒店管理人员和技能人员严重缺乏，这已成为中国酒店业迎接未来挑战的“瓶颈”。有鉴于此，我们根据多年从事饭店英语教学的积累编写了《饭店英语听说教程》一书，以听力和口语训练为主线，帮助读者充分掌握酒店业的实用英语。该书共分九大部分：

Chapter 1 Hospitality Industry ABC (酒店业须知)

Chapter 2 Front Office (前厅)

Chapter 3 Housekeeping (客房)

Chapter 4 Food and Beverage (餐饮)

Chapter 5 Recreation Center (康乐)

Chapter 6 Shopping Arcade (商场)

Chapter 7 Convention (会议)

Chapter 8 Marketing and Sales (营销)

Chapter 9 Complaints (投诉)

每个Chapter包含该章节导读及若干个Unit；每个Unit由Listening and Discussion, Pronunciation, Role Play, Word Stock四大块组成。

Listening and Discussion (听力与讨论)：听力由两块组成，每块听力材料都与该Unit的主题密切相关，形式相对自由，可能是篇章的形式也可能是对话的形式，练习采用填空、补全对话、听写、判断等多种形式。Discussion的话题也与该Unit的主题相关，并起到承上启下的作用。Listening and Discussion部分是全书的重点，把听与说的内容有机地融合在一起。

Pronunciation (语音训练)：该部分实际为该Unit可能出现的有用句型与必学句型，突出语音语调的训练，为下一个环节Role Play (角色表演) 做准备。这个部分较之以往的饭店英语教程中的对话训练有一个突出的特点，那就是灵活。以往的对话训练把学

生的思维模式都给框死了，对话背得滚瓜烂熟依然无法在实际的操作中应用。该部分所有的句型都是灵活的，在不同的场合有不同的应对方法，而且强调发音的准确性与对话的流利性。

Role Play (角色表演): 每个Unit 在进行了听力与讨论和语音训练之后进入第三个环节——角色表演，即语言的运用环节。教师给出与该Unit相关的提示和要求，学生做现场表演。

Word Stock (词汇库): 该环节是对该Unit的一次整理和补充，把与该Unit的主题相关的词语全部罗列出来，扩大学生的词汇量和知识点。

该教程最大的特点是进行整体化教学，教学过程层层推进，听与说有机地融合在一起，改变了以往饭店英语教程死板的对话模式，操作性强，教学过程灵活生动，注重语言的实际应用能力。

本书附有Listening and Discussion和Pronunciation的音频二维码，以及听力原文、参考答案，以便读者使用。同时附有饭店管理服务人员必学英语等若干附录。

由于时间仓促，本教材中的缺点和错误在所难免，欢迎各位专家、同人及读者批评指正。

编 者

于浙江旅游职业学院

2017年5月

CONTENTS

Chapter 1 Hospitality Industry ABC

- Unit 1 Hotel Types / 2
- Unit 2 What Is Service? / 5
- Unit 3 Different Guests / 8
- Unit 4 The Future of Hotels / 11

Chapter 2 Front Office

- Unit 1 Room Reservation / 16
- Unit 2 Check In / 20
- Unit 3 Bellman / 23
- Unit 4 Concierge / 26
- Unit 5 Operator / 29
- Unit 6 Cashier / 32
- Unit 7 Business Center / 35

Chapter 3 Housekeeping

- Unit 1 Facilities: Enjoy Your Stay / 38
- Unit 2 Executive Floor / 41
- Unit 3 Chamber Service / 44
- Unit 4 Laundry Service / 47
- Unit 5 Other Services / 51

Chapter 4 Food and Beverage

- Unit 1 Reservation / 56
- Unit 2 Receiving the Diner / 59
- Unit 3 Chinese Restaurant / 64

Unit 4 Western Restaurant / 68

Unit 5 Breakfast / 72

Unit 6 At the Bar / 75

Unit 7 Banquet / 79

Unit 8 Eating Habits / 82

Chapter 5 Recreation Center

Unit 1 Gym / 86

Unit 2 Sauna / 89

Unit 3 Swimming / 92

Unit 4 Massage / 95

Chapter 6 Shopping Arcade

Unit 1 Souvenirs / 100

Unit 2 Silk Products / 103

Unit 3 Tea / 106

Unit 4 Arts and Crafts / 109

Chapter 7 Convention

Unit 1 Booking a Meeting / 114

Unit 2 Convention Inspection / 117

Unit 3 Convention Registration / 120

Unit 4 Arranging Catering for the Group / 123

Unit 5 Post-Conference Tour / 126

Chapter 8 Marketing and Sales

Unit 1 Advertising / 130

Unit 2 Negotiating / 133

Unit 3 Signing the Contract / 136

Chapter 9 Complaints

Unit 1 Dealing with Complaints / 140

Unit 2 Difficult Customers / 144

Transcript

Chapter 1 Hospitality Industry ABC (酒店业须知) / 148

Chapter 2 Front Office (前厅) / 151

Chapter 3 Housekeeping (客房) / 161

Chapter 4 Food and Beverage (餐饮) / 168

Chapter 5 Recreation Center (康乐) / 179

Chapter 6 Shopping Arcade (商场) / 182

Chapter 7 Convention (会议) / 186

Chapter 8 Marketing and Sales (营销) / 192

Chapter 9 Complaints (投诉) / 196

Keys

Chapter 1 Hospitality Industry ABC (酒店业须知) / 200

Chapter 2 Front Office (前厅) / 201

Chapter 3 Housekeeping (客房) / 204

Chapter 4 Food and Beverage (餐饮) / 206

Chapter 5 Recreation Center (康乐) / 208

Chapter 6 Shopping Arcade (商场) / 209

Chapter 7 Convention (会议) / 210

Chapter 8 Marketing and Sales (营销) / 212

Chapter 9 Complaints (投诉) / 214

Appendix Elementary English for Hotel Staff and Management

Elementary English for Hotel Staff and Management (饭店管理服务人员必学英语句型) / 216

Useful Words and Expressions for Hotel Services (酒店常用词语及词组) / 224

Famous Hangzhou Dishes (杭州著名菜肴) / 226

Bibliography (参考书目) / 228

Chapter 1

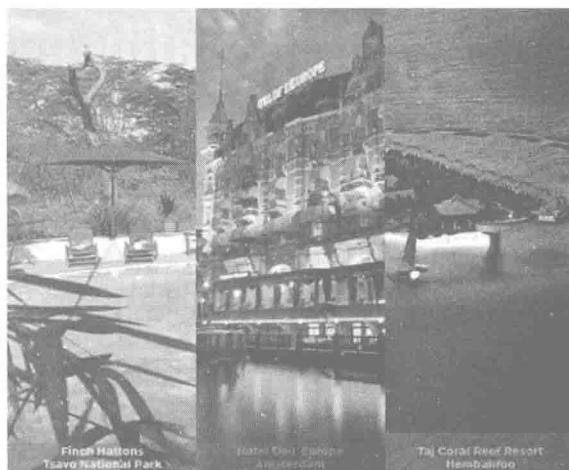
Hospitality Industry ABC

This chapter talks about hotel types, hotel service, different guests and the future of hotels. Hotels can be classified into different types according to the function, size, location, etc. Each letter in SERVICE stands for a service skill in hotels. This chapter also discusses how to deal with different guests and predicts the future of hotels.

本章介绍酒店类型、酒店服务、不同类型的酒店客人以及酒店业的未来。根据功能、规模、地理位置的不同可以对酒店进行不同的划分。SERVICE的每个字母都诠释了酒店服务的要旨。本章也介绍了如何对待不同类型的客人，并对酒店业的未来进行预测。



Unit 1 Hotel Types



Listening and Discussion

A. Listen to the passage, and then fill in the blanks with what you've heard.

1. The aim of a hotel is to create _____ away from home for all the traveling guest who need _____, food and _____.
2. A hotel is an establishment that has _____ in a large building.
3. A hotel offers _____, shops, and _____ inside the building.
4. A resort can have golf courts, _____, and other tourist facilities.
5. At _____, the guests park their cars near their rooms.

B. Listen to the passage and decide whether the following statements are true (√) or false (×).

1. All hotels provide the same service to the guests. ☐
2. Commercial hotels offer drink and accommodation to traveling business people. ☐
3. Resort hotels are often located in the city centre. ☐
4. Convention hotels mainly aim their services at conventions. ☐
5. Hotels can also be classified according to where they are located or their sizes. ☐

C. Discuss these questions / topics.

1. Discuss as many types of hotels as possible in your city and discuss their differences in function.
2. What do you think are the most attractive features of a hotel?
3. If you are a guest in a hotel, which of the facilities will you use?

Pronunciation



Listen and practice the following sentences.

1. A hotel is a home for all the traveling guests who need rest.
2. Golden management hatches golden service.
3. In a hotel, we can meet and serve people from all walks of life.
4. I'll try my best to satisfy every guest.
5. I like working with people; my guests are friendly to me and this makes me happy.

Role Play

Imagine that you are designing your own new two- or three-star hotel with all the facilities you think it should have. Before you start, fill in the blanks in 1 and 2 with some more ideas of your own.

1. First of all, decide on the following:

The location of your hotel:

beach city centre city outskirts lakeside _____

The guests you're expecting:

business people budget travelers families on vacation _____

2. Now decide what facilities you want to offer. This isn't a five-star hotel, so you can't offer the same wide range of luxury facilities—your budget limits you to five of each type of facilities!

Room facilities: (five only)

Satellite TV with English-language channels fax phone balcony or terrace sun beds
on the balcony or terrace desk and chair armchairs mini-bar 24-hour room service
air conditioning _____

Public facilities: (five only)

indoor pools fitness centre outdoor heated pool TV room tennis court golf
course sauna sailing area water-skiing children's playroom coffee shop bar
lounge sunbathing area garden

3. Prepare a presentation of your ideas, which you will give to the rest of the class.

4. Whole-class activity. Each team presents its design to the rest of the class. Vote on the most imaginative design.

Word Stock

commercial hotel 商务酒店	resort hotel 度假酒店
convention hotel 会议酒店	conference center 会议中心
motel <i>n.</i> 汽车旅馆	residential hotel 长住酒店
airport hotel 机场酒店	economy hotel/budget hotel 经济型酒店
B & B (Bed & Breakfast) 家庭式酒店	boutique hotel 精品酒店
mansion/service apartment 酒店式公寓	guesthouse <i>n.</i> 宾馆
Burj Al Arab 阿拉伯塔酒店(又名迪拜“帆船酒店”)	
Marriott Hotel 万豪酒店	Sheraton Hotel 喜来登酒店
Hilton Hotel 希尔顿酒店	Intercontinental Hotel 洲际酒店
Holiday Inn 假日酒店	Shangri-La Hotel 香格里拉饭店
Hyatt Regency Hotel 凯悦酒店	Sofitel West Lake Hotel 索菲特西湖大酒店
Xihu State Guest Hotel 西湖国宾馆	
Landison Plaza Hotel, Hangzhou 杭州国大雷迪森广场酒店	
Zhejiang Narada Grand Hotel 浙江世贸君澜大饭店	
Merchant Marco Hotel 马可·波罗假日酒店	Sunny Hotel Hangzhou 杭州香溢大酒店
Ramada Plaza Haihua 海华大酒店	Wuyang Hotel 五洋宾馆
Lake View Hotel 望湖宾馆	Zhejiang International Hotel 浙江国际大酒店
Super 8 Hotel 速8酒店	Home Inn 如家酒店
Jinjiang Inn 锦江之星	Motel 168 莫泰168



Unit 2 What Is Service?



Listening and Discussion



A. Listen to the passage and decide whether the following statements are true (√) or false (×).

1. Service at hotels is as good as before. ☐
2. Hotel employees should be responsible for the situation. ☐
3. Bad employees don't leave any impressions on the guests. ☐
4. Working at hotels is always relaxing and well paid. ☐
5. Hospitality workers should put their own feeling aside and please the guests. ☐

B. Listen to the passage and choose the best answer to complete each of the following sentences.

1. We can be sure that the story happened in _____.
 A. the USA B. the Queen's palace C. England D. a small restaurant
2. When the head waiter asked the man not to take off his jacket, the man _____.
 A. took his advice at once B. left the restaurant angrily
 C. refused to listen to him D. wanted to see the manager
3. The man told the waiter that he could take off his jacket because _____.
 A. the weather was very hot
 B. the Queen of England let him to do so in the USA
 C. he was very rich
 D. he was free to take off his clothes anywhere
4. What the Queen really meant was that _____.
 A. people in the USA were less polite
 B. she let him take off his jacket in the USA
 C. the English and the Americans enjoyed different ways of life
 D. he shouldn't take off his coat on such a formal occasion in England

5. From the story we can see that _____.

- A. the man went to have dinner with his friend
- B. the head waiter was afraid of the Queen
- C. the man went to see the Queen of England with his friend
- D. the Queen invited the man to have dinner in a restaurant

C. Find out about the last time your partner went to a restaurant, a café and a shop. Discuss these questions.

- 1. How helpful and friendly were the staff?
- 2. What did the staff do to make you feel welcome? What did they say to you?
- 3. Would you recommend the place to a friend? Why or why not?

Pronunciation



These are ten golden keys for service at a hotel. Remember these keys and practice them in your work.

- | | |
|-------------------------------------|-------------------------------------|
| 1. The customer is king. | 2. Speak to people. |
| 3. Smile at people. | 4. Be sincere, honest and friendly. |
| 5. Call people by last name. | 6. Be helpful. |
| 7. Wear your name badge. | 8. Take pride in your appearance. |
| 9. Consider the feelings of others. | 10. Know your job and you hotel. |

Role Play

Tell your partner why you choose hotel service and management as your major. The following expressions may be helpful for you.

I enjoy dealing with people because:

I like meeting new people.

People are usually very friendly.

I find it challenging.

Every person you meet is different.

I can experience different cultures.

Word Stock

a home away from home 家外之家

Reputation first, customer foremost. 信誉第一，顾客至上!

We know what it takes. 明白所需，满足所想。(Intercontinental)

Thinking of you. 全心为你。(Marriott)

Be yourself! 自在自我!(Holiday Inn)

Go anywhere. Stay here. 不管您去哪里，请在这里停留。(Howard Johnson)

We build smile! 我们创造微笑!(ACCOR)

Mercure. For the best of the region. 美居酒店，做本地最好的。(Mercure)

S—smiles for everyone 向每个人微笑

E—excellence in everything we do 对我们所做的每件事都力求完美

R—reaching out to every guest with hospitality 热情对待每位客人

V—viewing every guest as special 把每个客人都当作特别的客人

I—inviting guests to return 欢迎客人再次光临

C—creating a warm atmosphere 创造温馨的气氛

E—eye contact that shows we care 用眼神表示我们的关注



Unit 3 Different Guests



Listening and Discussion

A. Listen to the passage, and then fill in the blanks with what you've heard.

The hospitality industry as a whole benefits from ____ 1 _____. The guests don't ____ 2 _____ the hotel but the hotel depends on the guests. So the guests are the ____ 3 _____ to all hotels. Different guests have ____ 4 _____ in their ____ 5 _____ of a hotel. It is very important for a hotel to understand the ____ 6 _____ of the guests who visit the hotel. The more ____ 7 _____ a hotel can get about its guests, the ____ 8 _____ they can offer to its guests and the more ____ 9 _____ it can get from its guests. This information is also of ____ 10 _____ when analyzing and trying to ____ 11 _____ guest requirements, determining the facilities and ____ 12 _____ and evaluating the hotel's ____ 13 _____.

B. Listen to the passage and decide whether the following statements are true (√) or false (×).

1. Hotels guests can be classified into business and pleasure travelers as to numbers. ☐
2. Pleasure guests are often price sensitive. ☐
3. Business travelers may desire advanced telecommunications equipment. ☐
4. An independent traveler often travels with his colleagues. ☐
5. Hotels need to find out how a guest chooses a hotel in order to provide a good service. ☐

C. Discuss these questions.

1. What are the most important reasons you go for traveling?
2. What are the advantages and disadvantages of tourism in your region?
3. How can you be a responsible tourist?