

快餐英语丛书



最新职场英语 1000

句

赵建群 编著



世界图书出版公司

快餐英语丛书

最新职场英语 1000 句

赵建群 编著

世界图书出版公司

上海·西安·北京·广州

内 容 提 要

本书由饭店服务、医疗服务、公关服务、餐馆服务、购物服务、旅行服务、商业谈判 7 部分组成。表达内容涉及 11 个行业,基本涵盖了以上行业在涉外服务中的基础表达内容和表达方式。

本书的主要读者对象是有关行业的从业人员,也适合初中毕业以上的英语学习者,能够满足涉外服务中英语口语表达的基本需要。

本书的特点是突出基础性的表达方式和实用性的表达内容,口语地道,易学、易懂、易用。

书 名: 最新职场英语 1000 句(录音带 2 盒)

编 者: 赵建群

责任编辑: 冯 凌

封面设计: 陆 弦

出版发行: 上海 世界图书出版公司

版 次: 2002 年 3 月第 1 版第 2 次印刷

印 刷: 上海申光印刷厂

I S B N: 7-88742-007-5

I S R C: CN-M46-01-0008-0/A · H55

定 价: 22.00 元(录音带 2 盒 + 书 1 册)

编者的话

在国际交流活动日益频繁的今天,学英语、用英语已成为大多数中国人日益迫切的需要。对于大多数行业从业人员来说,最实际的需要是学习实用的、易懂、易用的英语口语,以满足在涉外服务中的基本表达需要。本书的编写就是从这个需要出发并力求满足这种需要的一种尝试。希望能够对读者有所裨益。

为了体现易学、易懂、易用的特点,本书在内容的编排上突出了涉外服务中的基本表达,中英文并举,表达方式与情景内容相结合,以每个项目为单位,提供了生词表、示范对话注释和示范对话译文,以方便学习。

本书在编写过程中参考了国内外一些文献和资料。上海世界图书出版公司的积极推动促成了本书的编写成稿和出版面世。在此,作者一并表示谢意。由于编者水平有限,难免错误和纰漏,敬请读者指正。

编者

2001年5月

CONTENTS

HOTEL SERVICE 住宿服务

<u>Speaking as a Room Reservationist(房间预订服务员表达)</u>	2
<u>Speaking as a Receptionist(接待员表达)</u>	4
<u>Speaking as a Floor Attendant(楼层服务员表达)</u>	5
<u>Sample Dialogues(示范对话)</u>	7
<u> <i>Dealing with Booking</i>(房间预订服务)</u>	7
<u> <i>Receiving a Check-in Guest</i>(住宿接待服务)</u>	9

MEDICAL SERVICE 医疗服务

<u>Speaking as a Doctor(医生表达)</u>	11
<u>Speaking as a Nurse(护士表达)</u>	18
<u>Sample Dialogues(示范对话)</u>	23
<u> <i>In the Consulting Room</i>(在就诊室)</u>	25

PUBLIC RELATIONS SERVICE

公关服务

<u>Receiving a Call(接电话)</u>	28
<u>Meeting a Guest at the Airport(机场接人)</u>	28
<u>Making an Arrangement(作预约安排)</u>	29

Making an Introduction(作介绍)	30
Entertaining a Guest(款待客人)	31
Seeing off the Guest(送别客人)	34
Sample Dialogues(示范对话)	37
<i>Meeting a Guest at the Airport</i> (机场接人)	37
<i>Talking at a Dance Party</i> (舞会交际)	38
<i>Holding a Banquet</i> (宴会招待)	40

RESTAURANT SERVICE 餐饮服务

Speaking as a Captain(领班表达)	44
Speaking as a Waiter/Waitress(侍者表达)	45
Sample Dialogues(示范对话)	52
<i>Receiving a Diner</i> (接待就餐)	52
<i>Serving a Diner</i> (服务就餐)	53

SHOPPING SERVICE 购物服务

Speaking as a Shop Assistant(店员表达)	58
Sample Dialogues(示范对话)	64
<i>Attending a Handicrafts Shopper</i> (接待工艺品购物者)	64
<i>Attending a Dress Shopper</i> (接待衣物购物者)	65

TRAVEL SERVICE 旅行服务

Speaking as a Plane Ticket Seller(机票售票员表达)	70
Speaking as a Check-in Attendant(登机服务员表达)	71
Speaking as a Customs Officer(海关官员表达)	72
Speaking as a Stewardess(飞机乘务员表达)	74
Sample Dialogues(示范对话)	81
<i>Customs Formalities Service</i> (海关手续服务)	81
<i>Boarding and on Board Service</i> (登机和机上服务)	83

BUSINESS NEGOTIATION 商业谈判

Speaking as the Seller(卖方表达)	88
Speaking as the Buyer(买方表达)	88
Bargaining between the Seller and the Buyer(讨价还价)	91
Making Concessions(作出让步)	96
Expressing Cooperative Intention(表达合作意图)	96
Sample Dialogues(示范对话)	105
<i>Negotiation over Price</i> (价格谈判)	105
<i>Negotiation over Payment</i> (付款谈判)	107

附:示范对话译文	109
----------	-----

HOTEL SERVICE

住宿服务



Speaking as a Room Reservationist (房间预订服务员表达)

Accepting the Reservation (接受房间预订)

Hello, can I help you?

您好！我能为您做什么吗？

May I have your name?

请问您的姓名？

Yes, sir / madam,

we do have vacancies for those dates.

好的，先生 / 女士，您预订的日期里我们确实有空房。

we can confirm your reservation.

好的，先生 / 女士，我们可以确认您的预订。

you can have a room then.

好的，先生 / 女士，届时您可以有一个房间。

we have rooms available for reservation.

好的，先生 / 女士，我们有房间可以预订。

there's no problem.

好的，先生 / 女士，没有问题。

it's OK any time.

好的，先生 / 女士，任何时候都可以。

Declining the Reservation(谢绝预订)

Sorry, sir / madam,

we're overbooked this week.

对不起,先生/女士,我们的房间本周预订已经超额了。

we're fully booked for next week.

对不起,先生/女士,我们的房间下周都已预订满了。

all our rooms are occupied now.

对不起,先生/女士,我们所有的房间现在都已住满了。

we have no vacant rooms available for the moment.

对不起,先生/女士,目前我们没有空房间了。

Inquiring about the Reservation Needs (询问预订需要)

When do you need the room?

您什么时候需要这房间?

How long will you be staying?

您打算住多久?

What kind of room would you like?

您需要什么样的房间?

with bath or without?

带浴室,还是不带浴室?

with air-con or without?

带空调,还是不带空调?

with bath or with shower?

带浴室,还是带淋浴?

a suite or a standard room?

要套间,还是标间?

a single room or a double room?

要单人标间,还是双人标间?

What rate

What floor

What size do you prefer?

What side

What facilities

What services

您喜欢多少房价的房间？

您喜欢哪个楼层的房间？

您喜欢多大的房间？

您喜欢朝哪个面的房间？

您喜欢配备什么设施的房间？

您喜欢提供什么样服务的房间？

Speaking as a Receptionist (接待员表达)

Hello, sir/madam. What can I do for you?

您好，先生/女士，我能为您做什么？

Would you please

show me your passport?

请出示您的护照好吗？

show me your documents?

请出示您的证件好吗？

fill this form?

请填写这份表格好吗？

sign your name?

请签上您的名字好吗？

register?

请您登记好吗？

fill this registration card?

请填写这张登记卡好吗?

Here's your key card. Your room number is 876.

这是您的钥匙牌。房间号是 876。

Enjoy your stay here!

祝您住宿愉快!

Speaking as a Floor Attendant (楼层服务员表达)

Welcome to our hotel!

欢迎您到我们的饭店住宿!

We're glad to have you here.

我们很高兴您能下榻我们饭店。

This way, please.

请跟我来。

This is your room. Come in, please.

这是您的房间。请进。

Please leave your laundry in the laundry bag.

请将换洗衣服放在换洗袋里。

Please ring the bell if you need anything.

如果您有什么需要,请按铃叫我。

Other Expressions(其他表达)

For how long?

住多久?

When for?

什么时候住?

What kind of room do you want?

您想要什么样房间？

Are you with a company?

有人跟您同住吗？

Would you like breakfast?

您想要送早餐到房间吗？

If you need anything, just dial the room service.

如果您有什么需要，就打电话通知客房服务部。

If you want a taxi, just call the reception.

如果您需要出租车，就打电话给服务台。

I'm afraid our hotel is full on those dates.

那几天恐怕我们饭店都客满了。

Sorry, we're fully booked. But I can book you one for
next week.

对不起，我们已经订满了。不过我可以在下周给您订
一间。

Oh, I'm sorry, we have only *a double room* available for
today.

哦，对不起，今天我们只腾得出一个双人标间了。

Oh, yes. We have *a single room reserved for you*.

哦，是的。我们为您保留了一个单人标间。

Could you sign your name, please?

请签上您的姓名。

May I see your passport, please?

请让我看一下您的护照。

New Words 生词

1. reserve /rɪ'zɜ:v/ *v* / *v*. 预订；保留
2. reservation /rezə'veɪʃən/ *n*. 预订；保留
3. reservationist /rezə'veɪʃənɪst/ *n*. (房间、机票等)

预订员

4. vacant / 'veɪkənt / *adj.* 空的; 有空间的 ✓
5. vacancy / 'veɪkənsɪ / *n.* 空; 空房间
6. confirm / kən'fɜ:m / *n.* 确认; 核准
7. available / ə'veɪləbl / *n.* 可用的; 房间有空的
8. book / bu:k / *v.* 预订
9. overbooked / 'əʊvəbʊkt / *v.* 超额预订的
10. occupied / 'ɒkjʊpaɪd / *adj.* (房间) 住满的
11. air-con / 'eəkən / *n.* 空调 (air-conditioning 的缩写)
12. suite / swi:t / *n.* 套间
13. standard room 标间
14. single room 单人标间
15. double room 双人标间
16. rate / reɪt / *n.* 房价
17. reception / rɪ'sepʃən / *n.* 接待; 服务台
18. receptionist / rɪ'sepʃənɪst / *n.* 接待员; 服务员
19. document / 'dɒkjʊmənt / *n.* 证件
20. registration / redʒɪs'treɪʃən / *n.* 登记
21. attendant / ə'tendənt / *n.* 服务员
22. laundry / 'lə:ndrɪ / *n.* 洗衣; 洗衣房; 洗衣店
23. sign / saɪn / *v.* 签字
24. taxi / 'tæksɪ / *n.* 出租车
25. company / 'kʌmpəni / *n.* 同伴; 朋友

Sample Dialogues (示范对话)

Dealing with Booking (房间预订服务)

R—Reservationist

G—Guest

R: This is Reception of Shanghai Hotel. Can I help you?

G: Yes, I'd like to book a room, please.

R: What name is it, please?

G: Ben Carlson.

R: Yes, Mr Carlson. What kind of room would you like, a single room or a double room?

G: A single, please.

R: With bath or shower?

G: With bath.

R: How long will you be staying, Mr Carlson?

G: For a week. From June 12th to 18th.

R: What services would you prefer?

G: Can I have morning newspapers sent to my room?

R: Yes. We offer room service to guests staying in our hotel.

G: Good. I'd prefer morning newspapers sent to my room every morning.

R: Very good, Mr Carlson. I've booked you a single room with bath for seven nights from June 12 to 18.

G: Fine. Thank you.

R: We look forward to receiving you then, Mr Carlson.

G: Thank you.

Notes 注释:

1. book a room 预定房间
2. single room 单人标间 (“双人标间”称作“double room”, “套房”称作“suite”, “总统套房”称作“presidential suite”, “行政办公套房”称作

“executive suite”, “商务套房”称作“business suite”)

3. room service 客房服务

Receiving a Check-in Guest (住宿接待服务)

R—Receptionist G—Guest

P—Porter A—Attendant

R: Good evening, sir. Can I help you?

G: Yes. I want a single room, please.

R: Have you booked a room?

G: No, I'm afraid not.

R: How long will you be staying?

G: Three days, from June 2nd to 4th.

R: Just a moment, please. I'll check it up for you.

... Yes, we have two single rooms available on these dates. With air-con and a private bath.

G: Good. That's just what I want.

R: May I see your passport, please? ... Thank you, Mr Spear White. Would you please fill in this registration card and sign your name?

G: Sure.

R: Thank you. Here's your room card and your key.

Your room number is 1716. The porter will show you up to your room. I hope you'll enjoy your stay in our hotel.

G: Thank you. I think I will.

P: Welcome to stay in our hotel. Would you please follow me? ... This is Mr White of Room 1716.

A: How do you do? Mr White. Welcome to stay in our hotel. This way, please. ... This is your room, come in, please.

G: Thank you. Can I have breakfast in my room?

A: Yes, Mr White. Breakfast is served from 8 to 9. At what time would you like it?

G: About half past eight.

A: Very good, Mr White. Would you prefer tea or coffee?

G: Tea, please.

A: Sure. I'll leave you now. If you want anything, just dial Room Service, and I'll see to it.

G: Thank you. I will. Good night!

A: Good night!

Notes 注释:

1. porter / 'pɔ: tə / n. 行李搬运工
2. private bath 私人浴室
3. registration card 登记卡
4. room card 房间卡
5. see to it 照看, 安排