



“十二五” 规划商务英语高职高专系列教材

**P**RACTICE OF HOTEL  
ENGLISH

# 酒店英语实训

曹玉泉 房玉靖 主编



对外经济贸易大学出版社

University of International Business and Economics Press

“十二五”规划商务英语高职高专系列教材

# **酒店英语实训**

**Practice of Hotel English**

对外经济贸易大学出版社  
中国·北京

## 图书在版编目 (CIP) 数据

酒店英语实训/曹玉泉, 房玉靖主编. —北京:  
对外经济贸易大学出版社, 2010  
“十二五”规划商务英语高职高专系列教材  
ISBN 978-7-81134-794-4

I. ①酒… II. ①曹…②房… III. ①饭店 - 英语 -  
高等学校: 技术学校 - 教材 IV. ①H31

中国版本图书馆 CIP 数据核字 (2010) 第 161732 号

© 2010 年 对外经济贸易大学出版社出版发行

## 酒店英语实训 Practice of Hotel English

曹玉泉 房玉靖 主编  
责任编辑: 红 梅 胡小平

---

对外经济贸易大学出版社  
北京市朝阳区惠新东街 10 号 邮政编码: 100029  
邮购电话: 010-64492338 发行部电话: 010-64492342  
网址: <http://www.uibep.com> E-mail: [uibep@126.com](mailto:uibep@126.com)

---

唐山市润丰印务有限公司印装 新华书店北京发行所发行  
成品尺寸: 185mm × 230mm 10.75 印张 216 千字  
2010 年 9 月北京第 1 版 2010 年 9 月第 1 次印刷

---

ISBN 978-7-81134-794-4  
印数: 0 001 - 5 000 册 定价: 22.00 元 (含光盘)

# 出版说明

“十二五”规划商务英语高职高专系列教材是对外经济贸易大学出版社联合多家全国示范性高等职业院校推出的一套全新的立体化商务英语教材，主要适用于全国高职高专院校英语专业的商务/应用/外贸英语方向以及国际贸易或财经类专业的学生。

根据目前高职教育提出的“工学结合，项目为中心，案例驱动教学，边讲边练”为核心的理念，本套教材着眼于提高学生实际操作能力和就业能力，采取模块化、多案例、互动式、重实训的编写方式，课程内容以适度够用为标准。

整套教材按照现有教学课程设置，内容包括《商务英语综合教程1-4》、《商务英语听说实训1-4》、《商务英语口语实训1-2》、《商务英语写作实训》、《商务英语翻译实训》、《国际商务函电实训》、《国际商务谈判实训》、《国际商务制单实训》、《商务礼仪实训》、《文秘接待英语实训》、《英语应用文实训》、《跨文化交际实训》、《旅游服务英语实训》、《酒店英语实训》、《物流英语实训》、《财经英语实训》、《会展英语实训》、《英美概况》、《国际商务报刊选读》等。

本套教材的编写队伍来自全国示范性高等职业院校，编写教师不但具有丰富的商务英语教学经验，且有企业第一线工作经历，并主持或参与过多项应用技术研究项目，是本套教材编写质量的重要保证。

此外，每册教材均配备有PPT课件（请登录 [www.uibep.com](http://www.uibep.com) 下载），并根据课程内容选配教学参考书或者MP3光盘，提供立体化教学资源。

对外经济贸易大学出版社

2009年8月

# 前言

---

《酒店英语实训》是全国高职高专“十二五”规划商务英语高职高专系列教材之一，以《全国高职高专教育英语课程教学基本要求》为依据，针对现行全国高职高专英语教学而编写的一本实用性较强的“行业英语”教学用书。该书适用于高等职业院校、高等专科学校、本科二级技术学院和成人高等学校常规教学和学生自学使用。该书编写了与《酒店英语实训》一书相关的16个单元的参考答案及附录。附录包括常用酒店服务英语100句、饭店专用英语词汇、酒吧英语词汇、中国小吃英文表达、海鲜英文菜谱、二十四节气、招标/投标词汇等，内容丰富，形式多样。为了体现教材“工学结合”的特点，特聘请天津市水晶宫饭店管理主任刘艳春先生担任该教材顾问。

具体内容如下：

每单元包括两个任务（Tasks）

1. Task I Talking Face to Face：包括三个紧扣“酒店英语实训”主题的对话样例和习题，供学生学习模仿，使学生边学边练，以增强学生的口语应用能力。

2. Task II Maintaining a Sharp Eye：包括两篇与该单元话题有关的文章及相关习题。把阅读作为外语教学训练的归纳，通过阅读开拓眼界，进一步提高学生的交际能力，为学生自主学习创造充分的条件。

Appendix：附录：

1. Key to the Exercises and Chinese Version of the Text 练习答案与译文
2. The Useful Words and Expressions for Restaurants 酒店常用词汇短语
3. The 24 Solar Terms 二十四节气
4. The Words of Tender and Submission 招标/投标词汇

《酒店英语实训》教材由中国职业技术教育学会教学工作委员会外语教学研究会（高职）副主任委员、天津市高等学校教学名师曹玉泉教授和天津对外经济贸易职业学院外语系房玉靖主任担任主编，张磊、马清娟、张桓、许玲、曹锐、王晓凤、吴巍、闫

黎任副主编，徐金金、赵琳、等参加编写，天津水晶宫饭店管理主任刘艳春先生担任顾问。

本书在实际编写中会有不当和疏漏之处，希望广大同行和使用批评指正，以使本书能为高职高专英语教学做出更大贡献。

编者

2010 年 5 月

# Contents

---

Unit 1	Introduction to Hotel Industry 酒店业简介 .....	1
Unit 2	Room Reservation 预订房间 .....	11
Unit 3	Reception 接待服务 .....	21
Unit 4	Checking In 入住登记 .....	31
Unit 5	Telephone Switchboard 电话总机服务 .....	41
Unit 6	Wake-up Call Service 唤醒服务 .....	49
Unit 7	Housekeeping 客房管理 .....	57
Unit 8	Laundry Service 洗衣服务 .....	65
Unit 9	Handling Complaints 解决投诉 .....	73
Unit 10	Checking Out 结账退宿 .....	83
Unit 11	Food and Beverage Services 餐饮服务 .....	91
Unit 12	Bar English 酒吧英语 .....	99
Unit 13	Shopping Arcade 购物中心 .....	107
Unit 14	Health and Recreation Center 康乐中心 .....	117
Unit 15	Business and Convention Services 商务和会议服务 .....	127
Unit 16	Other Services 其它服务 .....	137
附录一	酒店常用词汇短语 .....	147
1.	酒店服务英语 100 句 .....	147
2.	饭店专用英语词汇 .....	150
3.	酒吧英语词汇 .....	152
4.	中国小吃英文表达 .....	153
5.	海鲜英文菜谱 .....	156

附录二 二十四节气 .....	159
附录三 招标/投标词汇 .....	161
参考文献 .....	163



# *Unit*

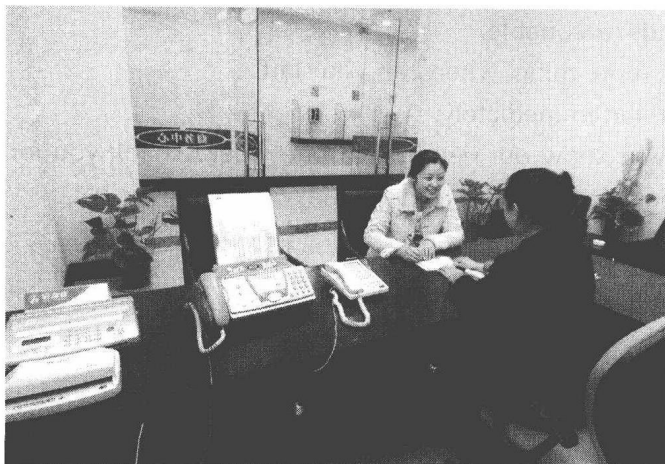
# 1

## Introduction to Hotel Industry

## 酒店业简介

### Task 1 Talking Face to Face •

#### Dialogue One A Job-hunting Interview 面试



M=Personnel Manager      H=Huang Hui

M: Good morning, Mr. Huang. Please sit down.

H: Thank you.

M: Now, your resume shows that you have served as a busboy and captain of the waiters in the Rujia Hotel since you graduated from vocational school three years ago. Why do you want to come to our hotel?

H: Well, Jinyue Hotel is a famous five-star joint-venture hotel. It is the biggest hotel in our city. I've learned that the managerial system is suitable for me. That's the reason why I want to work in your hotel.

M: But you only have experience in the food and beverage department. What if you're put in the front office as a receptionist?

H: I think it is a new challenge, ma'am, and I'll do my best.

M: You'll be receiving many foreign guests, you see.

H: Well, I practiced a lot in the simulated front office when I was at school. Now, I'm not nervous at all when interacting with native speakers of English after my three years' practice in Rujia.

M: Fine. So much for my questions. Is there anything you'd like to ask?

H: Mm, may I know something about the salary package?

M: OK. For the first three months, you'll get a starting salary of 800 yuan a month — plus meals. There'll be periodic increases based on your job performance and hotel policies.

H: I see. That sounds reasonable.

M: Well, now, one more thing, when can you start?

H: I'd be happy to start immediately.

M: OK. We'll let you know our decision in one week. Thank you for coming in for the interview. Goodbye.

H: Thank you. Goodbye.

## Dialogue Two Orientation 迎新培训

TM=Training Manager      NE=New Employee

TM: Good morning. Welcome to our hotel. It's your first day of work at our hotel, isn't it?

NE: Yes.

TM: According to our hotel regulations, every new employee is required to attend an

orientation meeting on the first day.

NE: What am I expected to learn?

TM: Hotel rules and regulations as well as the hotel history and plans. You will also learn something about courtesy, work safety, personal hygiene and fire prevention.

NE: Oh, but how can I remember so many things within one day?

TM: Don't worry. We'll give you a detailed description after that. You can find them in the handbook for hotel staff.

NE: Are there any other details that I should know?

TM: Well, yes. I think one of the most important things is the appearance of the staff. From now on, you are a representative of our hotel: personal cleanliness and proper grooming are essential. You should always keep clean and tidy, and pay attention to your hair, uniform, shoes and nails. Your hair should be above the collar of the shirt. Your uniform must be clean and well-pressed. Shoes should be properly polished. Nails must be well trimmed and clean. And you are not allowed to have a beard.

NE: I see.

TM: What's more, you should remember you are part of a work team. So group cohesiveness is of particular significance.

NE: You mean I should be a good team player.

TM: Yes, and you must know our hotel's specialties and services well. When you come to work, don't bring your personal business to the workplace. You are not allowed to use the hotel telephone for private calls.

NE: Thank you for all the information.

TM: You're welcome.

## **Put in Use**

### **1. Complete the following dialogue by putting in the missing words.**

Operator: Good morning, Jinsheng Hotel. (1) \_\_\_\_\_?

Guest: Yes. Could you (2) \_\_\_\_\_ how to get to your hotel?

Operator: (3) \_\_\_\_\_ will you be coming from, sir?

Guest: From the railway station.

Operator: I see, sir. Go straight north from the (4) \_\_\_\_\_, follow the road and turn left at the third (5) \_\_\_\_\_, you will (6) \_\_\_\_\_ on the right.



Guest: (7) \_\_\_\_\_ is it from the station?

Operator: It's about a 20-minute walk. If you like, you can (8) \_\_\_\_\_ Bus No. 30. It'll take you right here.

Guest: OK, thank you.

Operator: (9) \_\_\_\_\_, sir. We look (10) \_\_\_\_\_ to serving you.

## 2. Complete the following dialogue by translating the Chinese into English.

Bellman: (1) 这是您的房间，格林小姐，您先请。

Guest: Thank you. How can I make tea or coffee?

Bellman: (2) 您可以用桌上的电水壶烧水泡茶或冲咖啡。

Guest: Is there a hair salon in your hotel?

Bellman: (3) 有，在南大门的左边。营业时间是上午 9 点到晚上 11 点。

Guest: Can you tell me something about your Chinese restaurant of your hotel?

Bellman: (4) 我们擅长北京菜，您在我们这可以品尝到北京烤鸭。

Guest: Thank you very much.

## Task 2 Maintaining a Sharp Eye

### Passage 1 The Hospitality Industry 饭店业



The hospitality industry is a phrase covering a variety of service industries from

receiving customers to servicing them, such as providing them food and beverages, or provision of a room and bed to sleep. The hospitality industry is different from other industries, especially those that produce tangible products. This results in a less standardized product and a less controlled environment. The entire hospitality industry is in a constant state of making and delivering products, which are produced and consumed at virtually the same time, allowing little margin for error. It is often applied to hotels and resorts.

Hotels and other accommodations are as diverse as the many family and business travelers they accommodate. The industry includes all types of lodging, from upscale hotels to RV (Recreation Vehicle) parks. Motels, resorts, casino hotels, bed-and-breakfast inns, and boarding houses also are included. Establishments vary greatly in size and in the services they provide. Hotels and motels comprise the majority of establishments and tend to provide more services than other lodging places. There are five basic types of hotels — commercial, resort, residential, extended-stay, and casino. Most hotels and motels are commercial properties that cater mainly to business people, tourists, and other travelers who need accommodations for a brief stay. Commercial hotels and motels usually are located in cities or suburban areas and operate year round. Larger properties offer a variety of services for their guests, including a range of restaurant and beverage service options — from coffee bars and lunch counters to cocktail lounges and formal fine-dining restaurants. Some properties provide a variety of retail shops on the premises, such as gift boutiques, newsstands, drug and cosmetics counters, and barber and beauty shops. An increasing number of full-service hotels now offer guests access to laundry and valet services, swimming pools, and fitness centers or health spas. A small, but growing number of luxury hotel chains also manage condominium units in combination with their transient rooms, providing both hotel guests and condominium owners with access to the same services and amenities.

Larger hotels and motels often have banquet rooms, exhibit halls, and spacious ballrooms to accommodate conventions, business meetings, wedding receptions, and other social gatherings. Conventions and business meetings are major sources of revenue for these hotels and motels. Some commercial hotels are known as conference hotels — fully self-contained entities specifically designed for meetings. They provide physical fitness and recreational facilities for meeting attendees, in addition to state-of-the-art audiovisual and technical equipment, a business center, and banquet services.

Resort hotels and motels offer luxurious surroundings with a variety of recreational facilities, such as swimming pools, golf courses, tennis courts, game rooms, and health spas, as well as planned social activities and entertainment. Resorts typically are located in vacation destinations or near natural settings, such as mountains, the seashore, theme parks, or other attractions. As a result, the business of many resorts fluctuates with the season. Some resort hotels and motels provide additional convention and conference facilities to encourage customers to combine business with pleasure. During the off-season, many of these establishments solicit conventions, sales meetings, and incentive tours to fill their otherwise empty rooms; some resorts even close for the off-season.

Residential hotels provide living quarters for permanent and semi-permanent residents. They combine the comfort of apartment living with the convenience of hotel services. Many have dining rooms and restaurants that also are open to residents and to the general public.

Extended-stay hotels combine features of a resort and a residential hotel. Typically, guests use these hotels for a minimum of 5 consecutive nights. These facilities usually provide rooms with fully equipped kitchens, entertainment systems, ironing boards and irons, office space with computer and telephone lines, fitness centers, and other amenities.

Casino hotels provide lodging in hotel facilities with a casino on the premises. The casino provides table wagering games and may include other gambling activities, such as slot machines and sports betting. Casino hotels generally offer a full range of services and amenities and also may contain conference and convention facilities.

(668 words)

## Notes to the Passage

1. The hospitality industry is a phrase covering a variety of service industries from receiving a customer to servicing them, such as providing them food and beverages, or provision of a room and bed to sleep. 饭店业这个用语涉及从接待顾客到为顾客服务等多种服务行业, 如为顾客提供餐饮、或提供睡觉所需要的房间和床铺。

covering a variety of service industries...such as providing them food and beverages, or provision of a room and bed to sleep 是一个由 covering 引导的现在分词短语作后置

定语，修饰前面的 a phrase。英语中，分词短语作定语，通常放在被修饰词的后面。例如：He is a businessman growing rich in recent years.

2. Larger properties offer a variety of services for their guests, including a range of restaurant and beverage service options — from coffee bars and lunch counters to cocktail lounges and formal fine-dining restaurants. 规模较大的酒店为顾客提供各种各样的服务，包括从咖啡吧、柜台式长餐桌到鸡尾酒休息厅以及正式的环境优雅的餐厅等一整套的餐饮服务项目。

including a range of restaurant and beverage service options — from coffee bars and lunch counters to cocktail lounges and formal fine-dining restaurants 是现在分词短语作句中的状语，表示伴随状态，进一步补充说明主句内容。英语中，分词短语用在句中作状语，可表示伴随状态。例如：The president came in, followed by a crowd of reporters.

## Read and Think

### I. Answer the following questions according to the passage.

1. According to the passage, what is the definition of the hospitality industry?
2. In what ways is the hospitality industry different from other industries, especially those that produce tangible products?
3. What are the five basic types of hotels?
4. During the off-season, how do some resort hotels and motels fill their empty rooms?
5. What is the distinguished feature of casino hotels?

### II. Complete each of the following statements according to the passage.

1. Commercial hotels and motels usually are located in \_\_\_\_\_ and operate year round.
2. Larger hotels and motels often have \_\_\_\_\_ to accommodate conventions, business meetings, wedding receptions, and other social gatherings.
3. Resorts typically are located in vacation destinations or near natural settings, such as \_\_\_\_\_.
4. Residential hotels provide living quarters for \_\_\_\_\_ residents.
5. \_\_\_\_\_ combine features of a resort and a residential hotel.

## Passage 2 Ways of Categorizing Hotels 对饭店进行分类的方式

Classifying hotels into categories is not easy. Because the industry is so diverse that many hotels do not fit into any single well-defined category. Nonetheless, there are several general classifications. It is important to note that a particular property may overlap several categories.

### Hotel Size (饭店规模)

One common way to categorize hotels is on the basis of size — the guestrooms in the property.

Small — up to 100 rooms

Medium — 100 to 200 rooms

Medium-large — 200 to 500 rooms

Large — over 500 rooms

The size of a hotel/motel makes no difference as to its quality. The Gritti Place in Venice, Italy, is considered one of the finest hotels in the world. It has only 99 rooms. Some lovely New England inns have only six rooms. In comparison, the Hyatt Regency in Chicago has over 2,000 rooms and the granddaddy of them all, the Hotels Rossya in Moscow, has 5,300 rooms.

### Hotel Quality of Service (饭店的服务水平)

The common way of categorizing hotels is by the quality of service they offer. At the top are the luxury hotels, which generally offer their guests the greatest comfort and convenience possible. At the bottom are those that provide merely a place to sleep. In between these two extremes are establishments offering a wide range of service and comfort. A system for rating hotels according to quality is widely used in France and a number of other countries. This system puts the top hotels in a special deluxe category, with others receiving from five stars to one star. The standard features include private bathrooms, room telephones, recreational facilities, and so on.

### Ownership and Affiliation (所有权和联营方式)

Another way to classify hotels is to examine their ownership or affiliation. There are two basic structures — independent hotels and chain hotels. An independent hotel has no affiliation with other properties. They have no relationship to other hotels with regard to policies, procedures, or financial obligations. A typical example is family-owned and operated hotel. Chain hotels may take a number of forms depending on the association



that the chain organization has with each property.

Properties that are owned and operated by a multiple unit company are referred to as parent company hotels. The properties often carry the same name, and their managers report to a central or corporate headquarters. The parent organization typically establishes standard operating procedures for all properties in the chain. Guidelines require individual hotel managers to seek approval for major decisions, especially those involving large capital expenditures.

Other large hotels are run on management contracts. The builder agrees to let another company manage and operate the hotel. The builder and manager get a share of the money earned by the hotel. Under this type of contract, the builder usually retains the financial and legal responsibility for the hotel. The manager usually pays the operating expenses and, in turn, receives an agreed-upon fee. This is often how large hotels that are built by governments are run.

Among the best-known hotels today are those belonging to franchise, which means that the building corporation sells or rents to someone else the right to operate the hotel. The operator runs the hotel according to certain standards set by the corporation and pays a percentage of the income to the corporation.

The trend in the hotel industry has been away from independently owned and operated properties toward chain and franchise affiliations. There are also referral groups or voluntary membership associations. Both independents and chains have found it profitable to join together to market their properties.

(603 words)

## **Read and Judge**

**I. Are the following statements true or false according to the passage? Write T/F accordingly.**

1. One way of categorizing hotels is by how many services they offer. The more services, the more luxurious. (    )
2. Chinese hotels adopt the way of categorizing hotel by different clients they serve. (    )
3. All hotels provide a place to sleep and a place for meals. (    )
4. Referral groups usually have standards for design, décor, equipment, and operating procedures to which all properties must adhere. (    )