



当代大学生旅游英语系列丛书
CONTEMPORARY TOURISM ENGLISH SERIES FOR COLLEGE STUDENTS



酒店英语

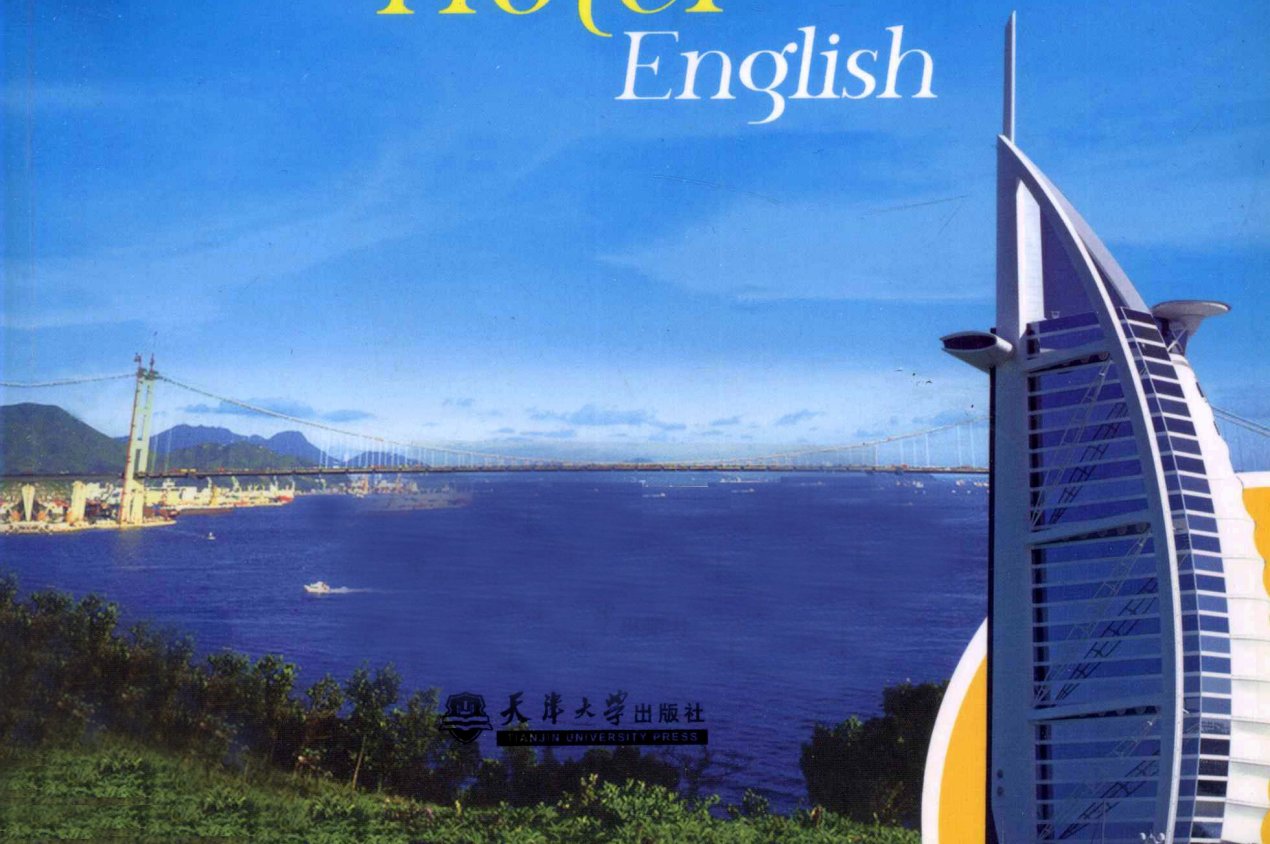
袁露 阮蓓 李飞◎主编



酒店行业的背景介绍 帮你丰富旅游信息

酒店业务的情景训练 助你打好会话基础

Hotel English



天津大学出版社
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丛书序

Preface for the Series

进入 21 世纪, 中国的旅游业异军突起, 蓬勃发展, 越来越多的国外游客涌入中国, 渴望了解古老的中华文明, 富裕起来的中国人也热切地希望走出去, 了解世界。然而, 我国高素质的旅游从业人员数量有限, 在一定程度上阻碍了我国旅游业的发展。因此, 需要培养高素质的旅游专业人才, 有效地与国际接轨, 而这又要求必须重视并提升旅游专业外语教育水平。

“当代大学生旅游英语系列丛书”在汲取了现有旅游英语教材精华的基础上, 力图更为系统地对旅游业所涉及的内容以一个全新的视角编撰。本系列丛书包括《酒店英语》、《旅游英语》和《旅游客源国文化》三册, 语言难度上由易到难, 从初、中级阶段的《酒店英语》和《旅游英语》渐进到高级阶段的《旅游客源国文化》, 教学内容丰富翔实, 信息量大, 具有强烈的时代感。

“当代大学生旅游英语系列丛书”之《酒店英语》根据现代酒店的运营模式, 以酒店的主营业务为主要线索, 兼顾旅游者在旅行中对酒店业的认识, 将内容分为 5 个部分, 28 个单元, 7 个模块。本书从认识酒店的概况入手, 以对话、场景模拟练习为主, 对酒店主要部门, 比如前厅部、客房部、餐饮部等进行业务介绍, 具有知识性、可读性和实用性。同时, 加入知识链接部分, 增加了趣味性。

“当代大学生旅游英语系列丛书”之《旅游英语》精选了中国 16 个最具特色的旅游目的地的相关内容作为 16 个单元, 每个单元分成 4 个模块: 以“吃、住、行、游、购、娱”为特色的“听与说”模块; 介绍代表性景点的“篇章阅读”模块; 介绍相关人文历史风俗的“文化背景”模块; 介绍旅游和常用应用文写作的“实用写作”模块。4 个模块兼具知识性、可读性、趣味性和实用性, 旨在提高旅游专业学生的专业英语实际运用能力, 打好坚实的旅游会话基础, 拓宽知识面, 增强其成功就业的信心, 提高其轻松从业的能力。

“当代大学生旅游英语系列丛书”之《旅游客源国文化》精选了当今世界 16 个最主要的旅游客源国的相关内容作为 16 个单元, 每个单元分为 4 个部分: 第

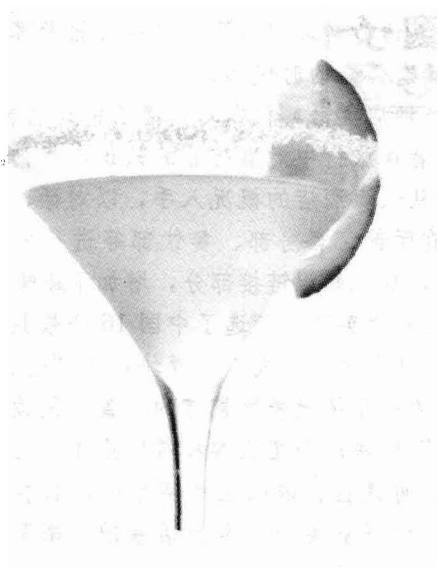
一部分对主题国进行总体的介绍；第二部分对主题国最典型的文化进行深度描述，这部分文章题材广泛、体裁多样；第三部分将文化内容以听力练习的形式置于交流的场景中，使读者能融会贯通；第四部分用趣味短文的形式，进一步介绍该国的文化信息。

本系列丛书在编写过程中注重贴近旅游业工作实际，易学易教。因此，本系列丛书既可作为饭店管理专业、旅游管理专业、旅游英语专业学生的专业教材，又可作为旅游业从业人员进行培训和自学的教材。同时，书中丰富的旅游知识也使其可以作为旅行者的手中宝典来解决在旅途中遇到的实际问题。

本系列丛书已作为华中师范大学汉口分校教材研究项目立项，编写过程中得到了学校各级领导的大力支持与天津大学出版社同人的热诚帮助，在此一并表示诚挚的谢意。

编者

2010年6月





前言 Preface

作为世界上最大的服务产业，旅游业的发展促进了不同民族之间的相互了解和文化交流，在地区之间、国与国之间发挥着独特而重要的作用。中华民族悠久的历史和丰富的历史文化、多姿多彩的自然景观和人文景观，吸引着越来越多的国外游客前来观光旅游。

为了顺应我国当前旅游业发展的需要，更大程度地提高旅游专业学生和从业人员的英语交际能力，培养业务精通、英语熟练、全面发展的旅游服务及管理人才，本书以时代性、实用性、趣味性、前瞻性为原则，旨在培养中高层次的旅游服务及管理人员。

本书以旅游业的三大支柱之一——酒店行业为重点介绍对象，围绕旅游宾馆饭店的工作特点和实际需要进行编排。本书主要有以下特点。

第一，注重英语教学与旅游酒店管理专业教学相结合。本书内容编排上与酒店行业的实际运营流程紧密结合，本书分为五个部分来编排：第一部分酒店概况，第二部分前厅业务，第三部分客房业务，第四部分餐饮业务和第五部分其他业务。

第二，强调情景教学，提升听说能力。良好的英语口语是旅游涉外企业对从业人士的基本要求之一。本书充分考虑了职业能力要求与读者学习的便利，在符合英语教学规律的前提下，将每一部分按场景分单元进行组织。全书共 28 个单元，每个单元从“场景背景”入手，通过“场景对话”总结出酒店一线部门在实际操作中最常用、最简洁的短语和例句，让读者通过“听力训练”环节和“场景表演”环节来加强记忆，以达到学以致用目的。

第三，强调知识趣味性和延展性。每一单元以“旅游小贴士”作为结尾，

来丰富读者旅游知识。

本书由华中师范大学汉口分校袁露、阮蓓、李飞负责主编、统稿及核稿工作，其中袁露还负责编写了第一部分，编委陈伟负责编写第二部分，何衡负责编写第三部分和第五部分的 25、26 单元，王琨负责编写第四部分和第五部分的 27、28 单元，袁文平参加了本书校稿工作。

限于编者水平有限，书中难免存在疏漏和不尽如人意之处，敬请广大学者和读者不吝指教。

编者

2010 年 5 月





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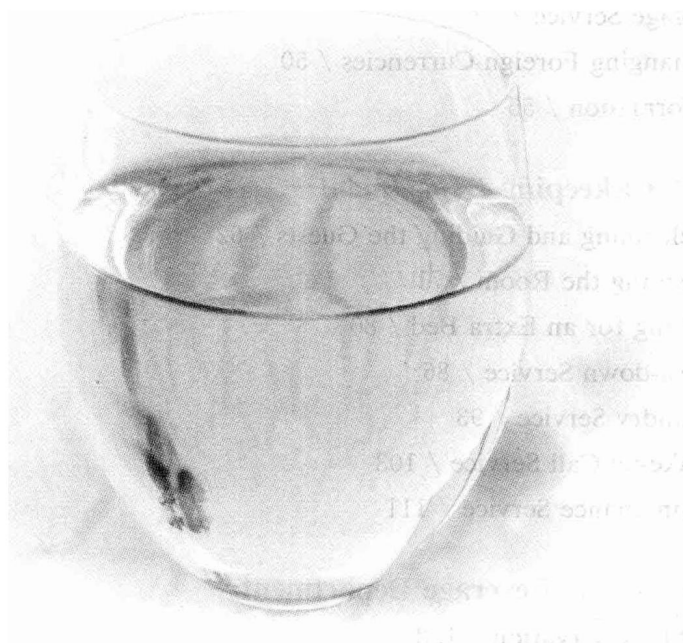
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Part I

General Information about the Hotel

Unit 1 Information about the Hotel

Context

Tripping outside, if there are no relatives in the same place, most travelers would prefer to stay at the hotel. It is necessary to know that hotel reservation is inevitable especially traveling in the peak season. After arriving at the hotel, checking in the front desk with passport or indentivity card then travelers can step into the rooms. Being a tourist, you have to know the name, address, route, contact number of the hotel. This information will be essential in care of emergency.

出游在外, 若没有亲友家可借住, 多数旅客都会选择在酒店住宿。需要特别注意的是, 如果在旅游旺季出游, 事前的预约订房是必需的。到达酒店后, 只需要准备好护照等相关身份证件在前台预订处办理登记入住手续即可。当然作为游客, 必须对即将入住的酒店的名称、地址、行车路线、联系方式等相关信息有所了解。这些信息对于应对突发事件是必不可少的。

Dialogues

■ Dialogue 1 Giving directions to the hotel

S = hotel staff C = caller

S: Thanks for calling Shangri-La Hotel. Monica speaking. May I help you?

C: Hello. I'd like to know your hotel address, please.

presence /'preznz/ n. 出席, 到场, 存在

shuttle /'ʃʌtl/ n. 短程穿梭

staff /stɑ:f/ n. 全体人员, 同事

look forward to 展望 (期待)

pick-up 搭便车

Shangri-La Hotel 香格里拉酒店

Useful Sentences

- I need some information before making a reservation.
在订房之前我想对你们酒店多了解一些。
- The first thing I want to know is how far the hotel is from the airport.
首先, 我想知道从机场到酒店有多远。
- The airport is only twenty minutes away.
从机场到我们酒店只要 20 分钟。
- What is the telephone number?
电话号码是多少?
- What is the fax number?
传真号码是多少?
- How can I find your homepage?
怎么能找到你们的网页?
- What is the address of the hotel?
酒店的地址在哪里?
- Where is the hotel located?
酒店位于什么地方?
- Our hotel is located in Hankou business district.
我们酒店位于汉口的商业区。
- Taxis and city shuttle buses can be found on the ground floor of the domestic and international arrival halls.
在机场一层的国内和国际到达大厅里可以找到出租车和机场巴士。
- We also provide airport pick-up service.
我们也提供接机服务。
- We have a shuttle bus that leaves the airport every hour.
我们每小时有一趟免费班车从机场发车。

机场接机，或是送您到机场，这就要收费了。因此在享受酒店提供的机场接待服务时，一定要问清楚是免费的还是收费的，避免不必要的花销。

Unit 2 Information about the Room Type

Context

The service industry is one of the fastest-growing industries in the world. It offers enormous employment opportunities. But working in the hotel is tough especially in the holidays. Usually in the peak seasons, almost all the hotels are fully booked. You should make a reservation before your journey. The hotel offers a variety of rooms for guests to choose.

服务行业是全球发展最快的行业之一。它创造了大量的就业机会。但是在酒店业工作是非常辛苦的，尤其是在节假日。通常在旅游旺季，几乎所有的酒店都会被预订一空，所以最好在旅行启程前做好预订。酒店通常会提供各种各样的房型以满足客人的需求。

Reading

■ Passage 1

What Is Hotel?

A hotel is an establishment that provides paid lodging on a short-term basis. The provision of basic accommodation, in times past, consisting only of a room with a bed, a cupboard, a small table and a washstand has largely been replaced by rooms with modern facilities, including en-suite bathrooms and air conditioning or climate control. Additional common features found in hotel rooms are a telephone, an alarm clock, a television, and Internet connectivity; snack food and drinks may be supplied in a mini-bar. Larger hotels may provide a number of additional guest facilities such as a restaurant, a swimming pool or childcare, and offer conference and social function services. Hotel rooms are usually numbered (or named in some smaller hotels and B&B) to allow guests to identify their rooms.

Some hotels offer meals as part of a room and board arrangement. In the United Kingdom, a hotel is required by law to serve food and drinks to all guests within certain stated hours; but it is not uncommon to come across private hotels which are not subject to this requirement. In Japan, capsule hotels provide a minimized amount of room space and shared facilities.

In the United Kingdom, Australia, Canada and Ireland (and rarely in some parts of the United States), the word may also refer to a pub or bar which might not offer accommodation. In India and Bangladesh, the word may also refer to a restaurant.

■ Passage 2

The Type of Hotel Rooms

It is quite strange that so far a unified classification system for the hotel rooms has not appeared in the hotel industry. Of course, today almost any modern hotel has standard rooms and suites. But often the same category of rooms in different hotels may imply different living conditions.

The class of the room in the hotel mostly depends on the structure of the hotel itself. The classification of the hotel rooms is often used not so much for the indication of comfort, as for the reflection of the number of beds. You can safely say that the general standard for the international hotel business today is a single room. Tourist, staying in it, can count on the separate bathroom, wardrobe, TV set. Wi-Fi connection to the Internet is a default option practically in all the rooms of new hotels.

Depending on the host country and the status of the hotel a standard room can have additional functions and features. For example, in many hotels in Britain washstands with the separate faucet for cold and hot water can be found. In China the standard set for the bathroom includes a hairbrush, a toothbrush and paste. Thereby the standard set for the bathroom in the world hotel industry includes soap, towels for body and hands and, of late, a shower gel.

In addition to the standard room, the world classification distinguishes more than 30 different types of rooms. The type of the hotel room can depend on the view from the window, the number and the size of rooms, the quality of

furniture, the content of mini-bar and the availability of office equipment. In addition to the classification of rooms there is a classification of accommodation. There are also a lot of options: from a double room, where three or more people can stay, to accommodation with children or in the separate cabin on the territory of the hotel. Both the room types and the accommodation types have alphabetic acronyms, primarily in English. For example, BO stands for bed only and means that meals are not included. An abbreviation SV (sea view) in the description of the room means that you will be able to observe the sea through your window.

Words and Expressions

accommodation /əˌkɒməˈdeɪʃn/ *n.* 住处, 膳宿

arrangement /ə'reɪndʒmənt/ *n.* 安排, 商议, 整理, 布置, 商定

capsule /'kæpsjʊl/ *n.* 胶囊, 太空舱

connectivity /kəˈnektɪvɪti/ *n.* [计算机] 连通性

establishment /ɪs'tæblɪʃmənt/ *n.* 确立, 制定; 设施; 机构

provision /prəˈvɪʒən/ *n.* 提供

requirement /rɪ'kwaɪəmənt/ *n.* 要求, 必要条件

restaurant /'restərɒnt/ *n.* 餐馆, 饭店

short-term *adj.* 短期的

air conditioning 空调

B&B (bed and breakfast) 含早餐旅馆

capsule hotel 胶囊旅馆、胶囊公寓

Useful Sentences

- A hotel is an establishment that provides paid lodging on a short-term basis.
酒店是在短期内提供有偿住宿的机构。
- In addition to the standard room, the world classification distinguishes more than 30 different types of rooms.
除了标准房, 按照国际上的分类还可区分出 30 多种不同类型的房间。
- In Japan, capsule hotels provide a minimized amount of room space and shared facilities.
在日本有一种胶囊酒店, 它的房间面积非常小并且所有的设施设备都是公用的。

- Single Room has 1 single bed, strictly for 1 adult only. No extra bed will fit.

单人间设有一张单人床, 仅供一位成年人住宿, 一般不允许加床。

- Twin Room has 2 single beds to accommodate 2 adults. A third adult will require an extra bed.

双人间设有两张单人床, 可供两位成年人入住。第三位成年人则需加床。

- Double Room has 1 large (Queen or King sized) bed to accommodate 2 adults. A third adult will require an extra bed.

大床间设有一张大床供两位成年人使用。第三位成年人则需加床。

- Double for Single Use Room has 1 large (Queen or King sized) bed to accommodate 1 adult only.

单人大床间设有一张大床, 仅供一位成年人使用。

- Suite consists of a bedroom and a small living room to accommodate 2 adults, unless otherwise specified. A third adult will require an extra bed.

套房由一个卧室和一个小客厅组成, 供两个成年人入住, 除非另有规定。第三个成年人需要加床。

- Connecting rooms are made up of two or more separate but adjoining rooms, which are connected by a door.

连通房由两个或两个以上的隔开但相邻的房间组成, 通常由一扇门来隔开。

Listening Comprehension

■ Practice 1

A hotel is _____ that provides paid lodging on a _____ basis. The provision of basic accommodation, in times past, consisting only of a room with _____, a cupboard, a small table and a washstand has largely been _____ by rooms with modern _____, including en-suite bathrooms and air conditioning or climate control.

■ Practice 2

There are 20 _____, 25 _____, 150 _____ and 120 _____. The comfort and elegance of our guest rooms will make you feel much convenient and relaxed. All guest rooms are spacious and safe, which will not