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工学结合新思维高职高专财经类
“十二五”规划教材

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酒店实用英语

冯岩岩 主 编



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主编 冯岩岩

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出版说明

工学结合新思维高职高专财经类“十二五”规划教材是对外经济贸易大学出版社贯彻教育部教高〔2006〕16号《关于全面提高高等职业教育教学质量的若干意见》精神，联合天津对外经济贸易职业学院、天津职业大学、河北工业职业技术学院、北京工业职业技术学院、天津国土资源和房屋职业学院、天津海运职业学院等国家、省（直辖市）级示范性高等职业院校推出的一套面向高职高专层次、涵盖不同专业的立体化教材。本系列教材包括国际经贸、财会金融、工商管理、物流管理、电子商务、旅游与酒店管理六个专业。

根据教高〔2006〕16号文件关于“高等职业院校要积极与行业企业合作开发课程，根据技术领域和职业岗位（群）的任职要求，参照相关的职业资格标准，改革课程体系和教学内容，建立突出职业能力培养的课程标准，规范课程教学的基本要求，提高课程教学质量”的要求，本套教材以提高学生专业实际操作能力和就业能力为宗旨，采取情景模块、案例启发、任务驱动、项目引领、精讲解、重实训的编写方式，让学生在理论够用的基础上，在专业技能培养环节，特别是“教学做一体化”方面有所突破，“确保优质教材进课堂”。

根据国家职业教育的指导思想，目前我国高职高专教育的培养目标是以能力培养和技术应用为本位，其教材建设突出强调应用性和适用性，既要满足专业教育，又能适应就业导向的“双证书”（毕业证和技术等级证）的人才培养目标需要。根据教育部提出的高等职业教育“与行业企业共同开发紧密结合生产实际的实训教材”的要求，本套教材的作者不仅具有丰富的高等职业教育教学经验，而且具有企业第一线实践经历，主持或参加过多项应用技术研究。这是本套教材编写质量与高等职业特色的重要保证。

此外，本套教材配有教师用PPT文稿，方便教师教学参考。

愿本套教材的出版对“十二五”期间我国高等职业教育的创新发展和高职人才培养质量的稳步提升有所助益！

对外经济贸易大学出版社

2010年2月

《酒店实用英语》是《工学结合新思维》高职高专财经类十二五规划系列教材之一。

本教材根据教高【2006】16号《关于全面提高高等职业教育教学质量的若干意见》的文件精神,从高职高专“就业为导向”的办学目标出发,根据旅游酒店管理类专业人才的培养目标和课程设置要求,基于星级酒店服务岗位所必需的英语实际应用能力,在深入酒店实践和广泛调研的基础上,从框架构建、内容筛选、深广度定位和体例编排等方面都倾力以“工学结合”为纽带创新建设。

随着旅游酒店行业对从业人员英语实用能力要求的不断提高,高等职业院校对本专业的英语教育必须紧密结合酒店行业的岗位能力标准实际,强化对语言在实际工作程序中的应用能力训练,充分体现英语教学与酒店服务岗位深度融合的“教学做一体”,以利学生熟练地将所学英语知识、语言能力应用到酒店岗位的管理工作之中,成为企业“下得去、用得上、干得好、留得住”的实用型人才。

《酒店实用英语》教材具有如下几个特点:

其一,突出岗位职责选取内容。本教材的内容选取是教师们深入酒店实践、调研,并广泛征求酒店管理人员意见的基础上确定的,涵盖了酒店内部运营管理的前台、客房、餐厅、商务等主要核心服务部门的工作职责与操作环节中对英语应用能力的需求,并依照四个核心部门的岗位工作流程顺序设计编排。

其二,依据工作项目设计思路。本教材采用“行动导向”的设计方法进行编写,即以酒店内部的真实工作项目为载体,以完成典型接待服务任务为目标,采取实际案例、情境模拟和课后拓展等形式培养和训练学生的实践能力,使学生在学习的同时也可获得酒店管理必备的英语实际工作技能。

其三,基于情境训练培养素质。教材的设计与编写在突出能力训练的同时兼顾学生从业后所必需的综合素质培养。文字表述简明扼要,内容展示图文并茂,每个工作岗位的实景对话均配有对应图片,富于时代特色。本教材的使用不仅能提高学生学习的主动性和积极性,亦可培养起较强的工作责任感、良好的职业道德和积极的团队合作精神。

其四,着眼潜能塑造拓展知识。教材的每个章节不仅安排生动的真实工作场景对话,还提供了大量的句型、单词及实用性模拟训练内容,学生可根据需要把握练习的重点。教材的每章最后均加入了以酒店为中心的拓展知识内容,使学生随时汲取世界著名酒店的背景与特色,了解更多行业规则与行业发展态势,塑造学生的发展潜能。

其五,方便证书考取添加附录。本着服务学生的原则,本教材在附录中特别添加了国家行业主管部门最新颁布的《旅游饭店职业英语等级考试大纲》和等级考试真题。

《酒店实用英语》共分为 16 个单元, 涉及前台、客房、餐饮、商务、会议及休闲服务等酒店服务的核心部门。其中, 前台涉及房间预订、入住登记、预订变更、前台服务、结账等五个单元; 客房涉及客房服务、洗衣服务、失物招领、紧急事件处理等四个单元; 餐饮涉及餐位预订、迎客入位、点餐、席间服务等四个单元; 最后一个单元是酒店其他特色服务。每个单元由 Teaching Objectives; Professional Instructions; Live Conversations, Typical Sentences; Comprehensive Exercises 及 Extension Activities 组成。能力主线清晰突出、内容安排科学合理、情境训练生动仿真、知识传递循序渐进、答案翔实方便参考, 是一部融教学与实训为一体的创新型教材。

《酒店实用英语》由天津对外经济贸易职业学院冯岩岩老师担任主编, 天津国土资源和房屋职业学院钱亚妍老师担任副主编, 天津对外经济贸易职业学院王燕蕊、孔娜、刘青、王晨老师与天津国土资源和房屋职业学院常馨月老师参加编写。天津海运职业学院杨杰教授担任主审。本教材的编写过程中得到了日航酒店(天津)的范庆先生、天津皇冠假日酒店的黄丹女士的大力支持和帮助, 在此表示衷心感谢。

由于编写者深入酒店各岗位的调研与实践有限, 书中不当之处在所难免, 恳请旅游酒店业专家和高职院校的教学同仁及读者不吝赐教。

编写组

2010 年 6 月

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Module One

The Front Desk

Sub-module 1

Accepting Room Reservations

An Overview

After studying this module, the students are expected to achieve the following objectives:

I. Knowledge Objectives (知识目标):

1.1 Job Knowledge and Experience (岗位常识)

Reservations can be made by many channels. Most of reservations may be made over the telephone. Potential guests telephone the hotel reservation center to make reservation inquiries. Some of reservations may be made on the website of the hotel or by email. While getting a reservation inquiry, the reservation receptionist shall obtain the following guest-related information:

1. Guest's name, address and telephone number;
2. Name of company or travel agency;
3. Date of arrival and departure;
4. Type and number of rooms requested;
5. Desired room rate;
6. Number of people in the group, if applicable;
7. Methods of payment;
8. Any other special requests.

1.2 Useful Expressions (常用句型)

1. May I know your arrival and departure dates?
2. When will you arrive at the hotel?
3. What type of room do you require?
4. How long will you be staying, sir?
5. We can offer you a standard room for a total of RMB ¥ 380, which includes two breakfasts.
6. May I have your name, please?
7. We will send you a reservation confirmation within two days.
8. Is there any reduction for children?
9. Your reservation has to be guaranteed so that our hotel may hold a room for you.

10. How would you like to pay for the room?

II. Competence Objectives (能力目标)

1. Be able to accept a confirmed reservation.
2. Be able to accept a guaranteed reservation.
3. Be able to deal with over-booking.

III. Technical Training or Basic Skills (技能训练)

Task I Listening Practice

Task II Role Play

Task III Reading Comprehension

Task IV Translation Practice

Task V Writing Practice

IV. Supplementary Knowledge (知识加油站)

Types of Reservations, Rooms and Beds



Professional Competence

Case 1 A Confirmed reservation

Background: Mr. Henry is flying to Hangzhou this Friday. Now he is calling Sheraton Hotel to book a room for his one-day stay. It is the first time he is visiting Hangzhou, so the airport pick-up service is needed.

R: Receptionist H: Ed Henry

R: Good afternoon! Sheraton Hotel reservation center. What can I do for you?

H: I'd like to book a room in your hotel.

R: Thanks for calling. When will you arrive at the hotel?

H: February 5th.

R: On Friday, February 5th. What kind of room would you like, sir? We have different rooms and suites, such as Standard Room, Superior Room, Premium Room, Executive Suite, and Presidential Suite. Which one would you like?

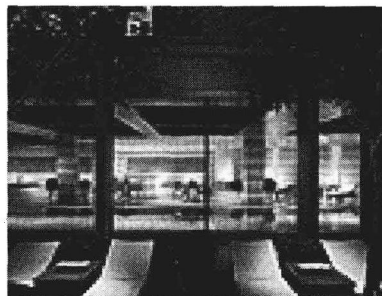
H: Standard room with a shower, please. Non-smoking room if possible.

R: How long will you be staying, sir?

H: For one night.

R: Non-smoking standard room with a shower for one night. We can offer you a standard room for a total of RMB ¥380 including one breakfast. Would that be suitable?

H: All right.



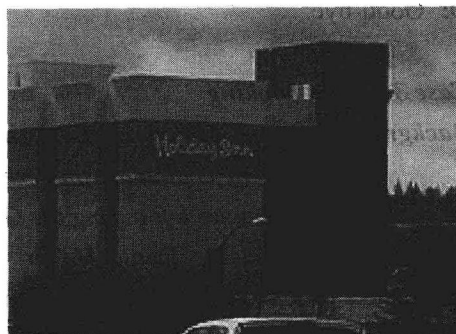
(Sheraton Hotel)

- R: May I have your name, please?
H: My name is Ed Henry, E-d H-e-n-r-y.
R: Which country are you from?
H: The United Kingdom.
R: Your phone number and your e-mail please, Mr. Henry?
H: 0207-629-9696. My email is drshenry@yahoo.com.
R: Ok, sir. Your phone number is 0207-629-9696, and your email is drshenry@yahoo.com. We will send you a reservation confirmation within days.
H: Fine.
R: Mr. Henry. I'd like to confirm your reservation. You've booked a standard room at RMB ¥380 for one night on February 5th.
H: Good. It is all settled then.
R: Yes, Mr. Henry. I've made your reservation. Is there anything else I can do for you?
H: It is the first time for me to go to Hangzhou. Do you have airport pickup service?
R: Yes, our hotel offers airport service. Could you tell me your flight number and airline?
H: British Airways. Flight number is BU 5782. The scheduled arrival time is 2.00 p.m. Friday, local time.
R: Ok, Mr. Henry. I have written the data down. We will meet you at the airport. By the way, do you need to order a meal, Mr. Henry?
H: No. Thank you anyway.
R: You are welcome. Good-bye, and have a nice day.
H: Good-bye.

Case 2 A Guaranteed reservation

Background: Mr. Day is talking with the receptionist at the Holiday Inn on the phone now. He wants to book a room for travel with his family members. Because it is in peak season, he has to pay for a deposit to keep the room reserved.

- R: Receptionist D: Stephen John Day
R: Good afternoon. Holiday Inn Reservation, Zhang Liang speaking.
D: Good afternoon. I'd like to book a room.
R: May I know your arrival and departure dates?
D: From June 8 to June 11.
R: Ok, wait a moment, please. Let me check the reservation record.
(Seconds later)
R: Thank you for waiting, sir. We have rooms on those days. What type of room do you want?



(Holiday Inn)

- D: I'd like a room for myself, my wife and our son.
- R: OK. The triple room is not available then, but I can supply a standard room with an extra bed in it. The extra bed is free.
- D: That would be OK. How much is it?
- R: The rate is RMB ¥ 780 for one night, not including breakfast.
- D: That's alright.
- R: OK. Mr. Day. You've booked a room with two single beds at RMB ¥ 780 for three nights. What time will you be arriving, Mr. Day?
- D: About 7.30 p.m.
- R: Mr. Day, your reservation has to be guaranteed so that our hotel may hold a room for you.
- D: Oh, yes.
- R: How would you like to pay for the room?
- D: By credit card.
- R: Could you tell me your card number?
- D: 9633*****0766.
- R: The card will be charged only for the first night, Mr. Day.
- D: All right.
- R: Let me check the information again, Mr. Day. You've reserved a room with two single beds at RMB ¥ 780 for 3 nights from June 8 to June 10, not including breakfast.
- D: That's right. When is the breakfast served?
- R: From 7.00 to 8.30 a.m. We serve continental and full English breakfast.
- D: Ok.
- R: Mr. Day, we have taken your reservation. We will send you a confirmation letter by fax within five days. May I know your fax number?
- D: You may fax me at 656-52828.
- R: Is there anything else that I can do for you?
- D: No, that is all.
- R: You'll be expected on the evening of June 8th. Good-bye.
- D: Good-bye.

Case 3 Over-booking

Background: Daniel Miller represents his company to reserve rooms for their 3-day meeting. Now he is phoning the reservation desk of the Quality Hotel. There are only a few vacancies left during the Golden Week.

R: Receptionist M: Daniel Miller

R: Thanks for calling Quality Hotel. Sandra speaking. May I help you?

M: Hello. I'm interested in reserving rooms for my group. My name is Daniel Miller calling from Tenfu Textile Co. Ltd.

R: What type of rooms do you prefer? How many rooms will you require?

M: We prefer suites.

R: Would you like business, deluxe or presidential suites?

M: Business suites. I'd like to book 10 suites.

R: When will you arrive?

M: Our arrival time will be on October 1st, and we will be staying for about 3 nights.

R: Just a moment please, Mr. Miller. 10 business suites for 1st of Oct., 2nd of Oct., and 3rd of Oct.

(Seconds later)

R: Thank you for holding. But I have to say we don't have enough rooms for your group. During the peak season, we have few vacancies left. We can only provide 5 business suites, which are not enough for your group.

M: I didn't realize it is peak season — it is only October! Is it always peak season in China?

R: I understand your concern. May I recommend you to another hotel, Mr. Miller?

M: Yes, thanks.

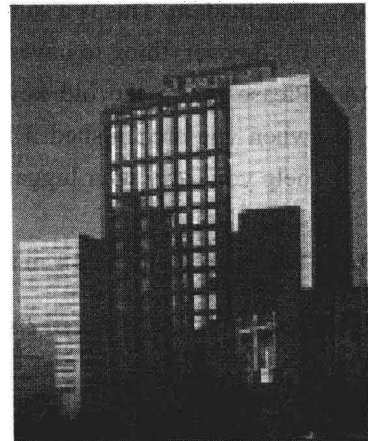
R: I think you may call Venix Hotel. It is a five-star hotel as well. It is situated in the heart of the commercial center, not very far from here. You will receive a similar level of service as ours.

M: It is very kind of you. Can you tell me the telephone number?

R: Of course. The phone number is ××××××××.

M: I really appreciate your help.

R: You are welcome, Mr. Miller. Thank you for calling.



(Quality Hotel)

Case 4 Handling the complaint about the room reservation

Background: In the front office of Renaissance Tianjin Hotel, a guest is complaining about the wrong room given to him. A front desk receptionist is trying to fix this mistake.

G: a guest FDA: front desk assistant

G: Excuse me. I just checked in but I am not satisfied with my room.

FDA: Sorry to hear that, madam.

G: I made a reservation for a suite, but Room 8807 is not a suite.

FDA: May I have your name, please?

G: My name is Kerry Cochrane.

FDA: Just a minute please, Ms. Cochrane. I'm checking your reservation form.

(Seconds later)

FDA: I see from your reservation that you reserved a suite for 3 nights. I'm very sorry about the inconvenience. I'll immediately give you another room.

(Checking the computer)

FDA: Would you like to stay on the same floor?

G: If that is possible, please!

FDA: OK, madam. You can move to Room 8816. It is also on the 8th floor. Here is your new room key.

G: Is it a room with a front view?

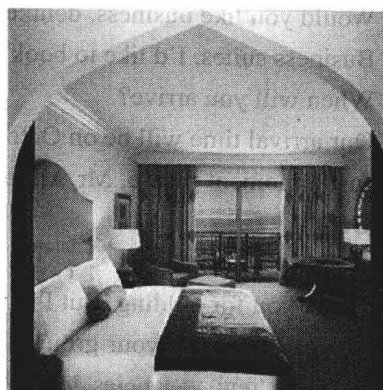
FDA: Yes, madam. This is a suite with a front view.

G: I'll do everything to have a good night rest again.

FDA: Please return the old key to the reception desk when you are finished. I'll send up a bell boy to help you carry your luggage.

G: Thank you.

FDA: You're welcome and I'm sorry again.



(a suite with the front view)

Vocabularies and expressions

suite /swit/n. 套间, 套房; 一组

non-smoking /nɒn'sməʊkɪŋ/a. 非吸烟的

deposit /di'pɒzɪt/n. 订金, 存款

vacancy /'veɪkənsi/n. 空白, 空缺

five-star /'faɪv'stɑː/a. 五星级的

superior Room 高级客房

executive Suite 行政套房

confirm your reservation 确认您的预订

full English breakfast 全英式早餐

triple room 三人房间

peak season 高峰期

suitable /'sjʊtəbl/a. 适合的, 适宜的

guarantee /,gærən'tiː/v./n. 保证, 担保

continental /,kɒntɪ'nentəl/a. 欧式的

adequate /'ædɪkwɪt/a. 充足的, 足够的

standard room 标间

premium room 精选客房

presidential suite 总统套房

make your reservation 为您预订(房间)

pick up service 接机服务

hold a room 保留房间

Golden Week 黄金周



Technical training

Task I Listening Practice

Listen to the following conversation and fill in the blanks according to what you have heard.

R: The Watsons Hotel. Linda speaking. What can I do for you?

C: I want to book a room for 1.