

普通高校专业英语教程系列

饭店酒店 管理 专业

英语实用教程

鲁阿凤 司爱侠 王凤元 编著



清华大学出版社

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内 容 简 介

本书的编写目的在于切实提高读者专业英语能力。

本书体例上以 Unit 为单元, 每个 Unit 由以下几部分组成: 情景对话——注重实用性, 每篇对话有一个主题, 内容简单且易上口; 课文——选材广泛、风格多样、切合实际; 单词——给出课文中出现的新词, 读者由此可以积累专业的基本词汇; 常用词组及句子——给出本单元所涉及的常用词组和句子; 难句讲解——讲解课文中出现的疑难句子, 培养读者的阅读理解能力; 习题——既有针对课文的练习, 也有一些开放性的练习。补充阅读——介绍一些饭店酒店方面的知识; 练习答案——供读者做完练习时对照检查。

本书可作为高等院校的专业英语教材, 高职高专院校也可选用。作为培训班教材和供从业人员自学, 亦颇得当。

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序

我国英语教育成就非凡，但也面临着许多新的课题。英语教育的根本目标是培养人，培养各行各业人员实际应用英语的能力，使英语成为提高人才能力的助推器。随着英语基础教学水平的日益提高，随着企业对从业人员英语运用能力门槛的不断攀升，专业英语教学得到空前的重视。尽管英语教学界对此还有种种争论，但现实是“看不见的手”有力地推动了专业英语教学的进程：各个高校专业英语课越开越多，社会上各种专业英语培训班日益火爆，从业人员急切地自我充电。正是为了满足这些需要，我们编写了这套“普通高校专业英语系列教材”。

本丛书主要遵循以下原则：其一，实用，我们在兼顾理论体系完整性的同时，尽可能多地从应用角度取材，以期读者在学过本丛书后，感觉工作中的材料就像是本书的一个单元；其二，新颖，我们对各专业的最新发展都给予非常充分的关注；其三，以 E-learn 理念为指导，构筑开放、互动的教学体系。每本书的前面作者都留有电子邮件地址，读者学习中遇到问题可以与作者及时联系。我们亦可拜读者之赐，把本丛书打造成精品教材。

本丛书的作者都有编写教材的经验，都在教学一线，其中相当一些作者具有实际工作经历，因此，本套教材会更贴近读者。

本丛书可作普通高校专业英语教材，各种短期培训班使用本丛书亦颇得当，个人使用本丛书“充电”也极有收益。

受我们才学之窘、时间之迫，书中必有不当之处，望各位读者不吝赐教。

司爱侠

前言

随着我国改革开放的进一步发展,饭店酒店行业成为我国涉外交往最广泛的行业之一。目前,各个高校普遍开设饭店酒店管理类专业,意在为饭店酒店行业培养高级人才。有人说,饭店酒店行业高级人才的竞争,关键在于专业外语能力的竞争。因此,许多学校开设饭店酒店专业英语课程,以提高学生的竞争力。大量从业人员也纷纷学习饭店酒店专业英语,自我“充电”,以谋求进一步的发展。因此,对于该行业的从业人员来说,专业英语极为重要。

本书不同于以前的同类教材,而是特别注意全球化浪潮、尤其是网络等新技术对行业的影响,并在编写中依据新颖的教学观念、选取新潮的教学材料,体现新兴的知识结构、构造适合教学的组织形式。本书力图打破教材与实际应用之间的壁垒,实现“教”与“用”之间的无缝连接。

读者在使用本教程的过程中如果有任何问题,均可通过电子邮件与我们交流。我们一定会给予答复。为防止邮件被误删,邮件标题请注明姓名及其“饭店酒店管理专业英语实用教程(清华大学版)”字样。

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让我们共同努力,使本书成为一部“符合学生实际、切合行业实况、知识实用丰富、严谨开放创新”的优秀教材。

本书可作为高等院校的专业英语教材,优秀高职高专院校也可选用。作为培训班教材和供从业人员自学,亦颇得当。

封爱臣

编者

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Dialogue Samples

A Long-Distance Call Reservation

R = Reservationist G = Guest

R: Good morning. New Century Hotel, Room Reservation. Can I help you?

G: I am calling from Boston. I'd like to reserve a room in your hotel.

R: What kind of room would you like, sir? We have single rooms, double rooms and suites.

G: I'd like to book a single room with bath.

R: How long would you like to have it?

G: Five days, from September 6 to September 10.

R: Could you hold the line, please? I'll check if there is a room available for those days.

G: OK.

R: Sorry to have kept you waiting, sir. We have rooms available in that period.

G: How much do you charge for a single room?

R: 380 yuan for one night.

G: OK. I'll take it.

R: Could you tell me your name, please?

G: Bill Green.

R: Mr. Bill Green. A single room with bath from September 6 to 10. We are looking forward to your coming.

G: Thank you.

R: Good-bye.

A Group Reservation

R = Reservationist G = Guest

R: Good morning. This is Room Reservation. May I help you?

G: Yes. I am calling from the East Sea Travel Agency. I'd like to know if you have any rooms available for nights from August 2 to August 6. A tour group of Americans will visit Qingdao at the beginning of next month.

R: May I know how many people there will be in the party?

G: 20 persons.

R: What type of rooms would you like?

G: Double rooms with twin beds.

R: Just a moment, please. Let me check the reservation list and see if we have enough vacancy...Sorry to have kept you waiting, sir. I can book you 10 double rooms for those days.

G: Thank you very much. Is there a special rate for a group reservation?

R: Yes, there is a 10 percent discount.

G: That's fine.

R: By the way, how will you be settling the account, please?

G: We'll send you a check soon.

R: May I have your name and phone number, please?

G: 87342234, Miss Johnson.

R: 87342234, Miss Johnson. Thank you for calling. We're looking forward to seeing you soon.
Good-bye.

G: Good-bye.

Requests Unable to Be Satisfied

R = Reservationist G = Guest

R: Good afternoon. Room Reservation. What can I do for you?

G: Yes, I'd like to reserve two single rooms in your hotel.

R: Which date would that be?

G: For the night of October 5, for one night.

R: Would you please hold the line? I'll check the room availability for that day...Thank you

for waiting. I'm afraid there is none available on the night of October 5.

G: Well, do you have one twin room for that night?

R: I'm very sorry. Our hotel is fully booked on that night, because it is a peak season.

G: That's too bad.

R: Would you like to be put on our waiting list and we'll call you in case we have a cancellation?

G: Thank you. That's very kind of you. But could you recommend to me another hotel that won't be full up?

R: I'm afraid we don't have any information on their room availability. Is it possible for you to change your reservation date?

G: No, it's impossible.

R: Would you like me to book you for the night?

G: I'll think about it and let you know.

R: We expect to hear from you. Good-bye.

Useful Expressions

1) Reservation. May I help you? / Can I help you? / What can I do for you?

客房预订处。我能为您服务吗?

2) I'd like to book / reserve a room in your hotel.

我想在你们饭店订一个房间。

3) What kind / type of room do you like / prefer? We have single rooms, double rooms and suites and deluxe suites and Presidential suites.

请问您要订哪种房间? 我们旅馆里有单人房、双人房、套房和豪华套房及总统套房。

4) I want to reserve a single room with shower.

我想预订一间有淋浴的单人房间。

5) Could I book a double room with bath?

我可以预订一间有浴缸的双人客房吗?

6) I'd like to make a reservation for a suite with both shower and bath.

我想预订一个既带淋浴又带浴缸的套房。

7) I'd like a room with a view.

我想要一个风景较好的房间。

8) I'd prefer a quiet room.

我想要一个安静点的房间。

- 9) I'd like a room facing the sea /the mountains.
我喜欢朝向大海/群山的房间。
- 10) How long do you intend to stay? / How long will you be staying?
你打算住多久?
- 11) For what dates please? / When do you need the room?
请问预订哪几天? /请问何时需要房间?
- 12) It's for three nights, May 1 to 3. /That will be four nights.
预订三个晚上, 从五月一日到三日。/预订四个晚上。
- 13) Hold the line, please. /Could you wait a minute, please?
请稍等片刻。/请等一下, 好吗?
- 14) I'll check if there is a room available for those days.
我去查一下那几天是否有空房。
- 15) I'm sorry, but all the rooms are occupied for next week.
对不起, 下星期所有的客房都订满了。
- 16) I'm sorry we're booked out for that night.
对不起, 那天晚上所有客房都订满了。
- 17) What a pity! We have no vacancies for these nights.
太遗憾了, 这几天晚上已经预订满了。
- 18) We do have a vacancy for those dates.
那几天我们有空房间。
- 19) How many people are there in your party?
请问你们团有几位客人?
- 20) How much do you charge for a single room?
单人房的收费是多少?
- 21) What's the price of a double room?
双人房的价格是多少?
- 22) How much does a suite cost?
套房的价格是多少?
- 23) The current rate is \$50 per night.
现行房价是 50 美元一天。
- 24) A single room is \$60 per night. There is also a 10 % tax and a 10 % service charge.
单人房每晚 60 美元, 另外还要加算 10%的税金和 10% 的服务费。
- 25) Children under 12 are half price.
12 岁以下的儿童半价。