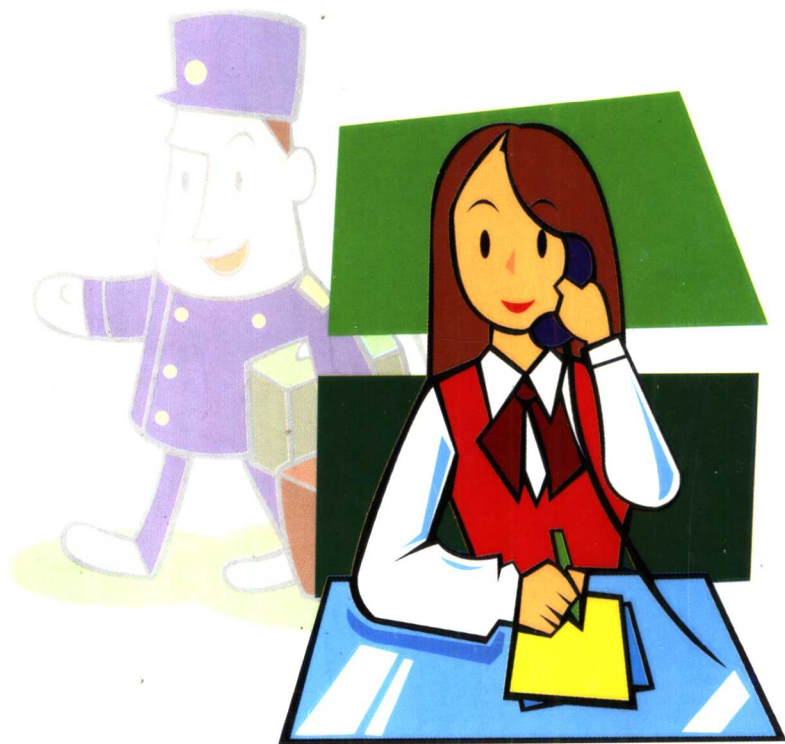



全国中等职业技术学校 饭店服务专业教材
专业英语系列教材

饭店服务英语

HOTEL ENGLISH



 中国劳动社会保障出版社

全国中等职业技术学校英语教材 英语基础

饭店服务英语

HOTEL ENGLISH

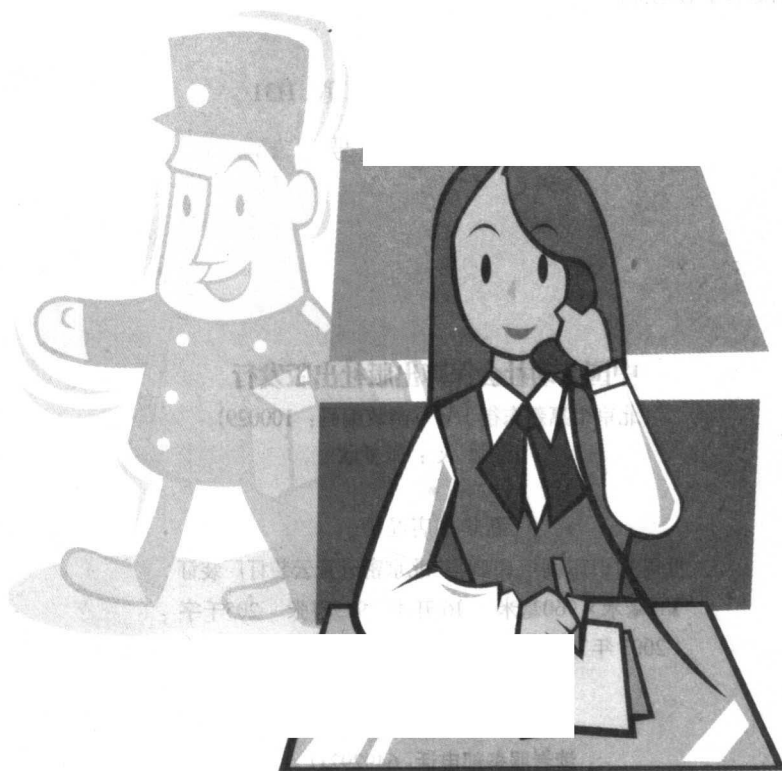


中国旅游出版社

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简介

本书根据劳动和社会保障部培训就业司颁发的《饭店服务专业教学计划》编写,供全国中等职业技术学校饭店服务专业使用。全书共分为4大模块,31篇课文,每篇均包括情景对话、短文阅读、词汇、注释和练习。本书涵盖了涉外饭店的主要服务内容及其基本规范用语,内容丰富,图文并茂。

本书也适用于饭店职工培训,亦可供自学者选用。

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前 言

随着我国社会主义市场经济的进一步发展，特别是人世以后，越来越多的企业对技术工人的专业外语水平提出了较高的要求，因此，专业英语已成为学生们参与就业竞争，以及今后从业后在工作中所必需的工具之一。为适应这一需要，我们组织编写了这套专业英语教材，并在编写过程中坚持了以下原则：

第一，与专业紧密结合，根据专业需要设置单元内容，力求收录各专业最新、最实用的词汇和用语，并注意在选材时降低相关专业知识的难度，使教材既突出专业特色，又能充分体现英语教学的规律。

第二，根据不同专业对英语教学的要求，教材在单元设置中阅读和口语各有侧重，如《饭店服务英语》《商品经营英语》等侧重口语，而《计算机专业英语》《电子英语》等则侧重阅读。对专业性较强的部分教材还给出了阅读部分的译文，以方便师生的教和学。

第三，教材在内容上注重选材新颖实用，力求采用地道的英语表达；在形式上注重生动活泼，图文并茂。

本套教材为中等职业技术学校学生设计，初中起点，并与通用教材《英语》相配套。考虑到通用英语教材中已讲授语法，故此套教材不再列入语法条目，涉及到语法难点时在“注释”中予以讲解。

本套教材自成体系，同时每种教材的编写又参照了相关专业的教学计划和主要专业课程的教学大纲，故又可与各相关专业配套使用。

本套教材首先推出《计算机专业英语》《电子英语》《会计英语》《饭店服务英语》《烹饪实用英语》《文秘英语》《物业管理英语》《商品经营英语》《服装英语》等9种，并将根据专业需要继续推出《机械英语》《汽车维修英语》《电工英语》《机电英语》《美容美发英语》等，以满足各专业学生学习英语的需要。

此次教材的开发工作得到了北京、湖南、湖北、广东、江苏等省（市）劳动和社会保障厅（局）以及有关学校的大力支持，并得到了美国新闻学硕士 Mr. Michael Connelly 的大力帮助，对此我们表示诚挚的谢意。

劳动和社会保障部教材办公室

2003年5月

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Part I Front Desk Service

Unit One

Receiving a Reservation

Learn to say

Clerk: Good morning. This is Reservations. May I help you, sir?

Guest: Yes, I'd like to reserve a twin room, please.

Clerk: Thank you, sir. For which date?

Guest: October 15th.

Clerk: For how many nights?

Guest: For three nights.

Clerk: Could you hold the line, please? I'll check our room available for those days.

Thank you for waiting, sir. We have a twin room at 125 yuan and another at 95 yuan.

Which would you prefer?

Guest: We'll take the one at 95 yuan.

Clerk: Certainly, sir. May I have your name and initials, please?

Guest: Yes, it's Brown T. E.

Clerk: How do you spell that, please?

Guest: B - R - O - W - N.

Clerk: Mr. Brown, would you tell me your phone number, please?

Guest: Yes, the number is 06 - 321 - 2345.

Clerk: What time do you expect to arrive, sir?

Guest: Oh, around 6:00 p. m. .

Clerk: I'd like to confirm your reservation. A twin room for Mr. Brown at 95 yuan per night for three nights from October 15th to October 18th. We look forward to serving you. Thank you, sir. Good-bye.

Let's read

When you first arrive in a Western country, you'll probably find that the telephones nearly drive you crazy. It's generally very easy to find a public telephone in the United States. Public phones are located in bus and railroad stations, airports, stores, hotels, restaurants, gas stations, on the street corners and in most office buildings. You'll come to rely on phones almost as much as Westerners do.

PHONE



New words and expressions

reservation [ˌrezəˈveɪʃən] *n.* 预订, 保留, (饭店前台) 预订处

clerk [klɜ:k] *n.* 工作人员

reserve [riˈzɜ:v] *vt.* 预订

twin [twin] *adj.* 成对的, 两个的

available [əˈveɪləbl] *adj.* 可用的, 合用的

prefer [priˈfɜ:] *vt.* 更喜欢

certainly [ˈsɜ:tənli] *adv.* 当然

initial [iˈniʃl] *n.* [常用复数] 姓名的开头字母

expect [iksˈpekt] *vt.* 期望, 期待, 预期

confirm [kənˈfɜ:m] *vt.* 确认, 确定

probably [ˈprɒbəbli] *adv.* 可能地

generally [ˈdʒenərəli] *adv.* 通常地

public [ˈpʌblɪk] *adj.* 公共的 *n.* 公众

locate [ləʊˈkeɪt] *vt.* 位于

airport [ˈeəpɔ:t] *n.* 飞机场

restaurant [ˈrestərɒnt] *n.* 餐馆

Westerner [ˈwestənə] *n.* 西方人

Front Desk 前台

look forward to 期待, 盼望

the United States 美国

railroad station 火车站

gas station 加油站

rely on 依靠

as... as 和……一样

Notes

1. twin room 双人间 (有两张单人床的房间)
double room 双人间 (有一张双人床的房间)
single room 单人间
suite 套间
deluxe suite 豪华套房
presidential suite 总统套房
2. Could you hold the line, please? 请别挂断好吗? 这是电话用语。
3. I'll check our room available for those days. 我看看那几天有没有空房间。
4. name and initials 姓名和名字的开头字母。西方人签名时常常只签姓, 名字只签开头的字母。
5. What time do you expect to arrive? 您什么时候到?
6. look forward to + 动名词 (名词) 表示期待和希望。
例如: We look forward to your visit. 我们盼望着您的到来。
We look forward to serving you. 我们盼望着为您服务。

Practice

1. Read and say.

Public phones are located in...

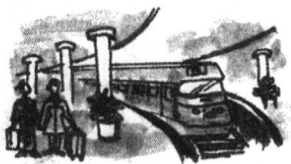
(1) office buildings

(2) airports

(3) stores



(4) railway stations



(5) bus stations



2. Translate the following phrases into English.

(1) 预订一个双人间

(2) 电话号码

(3) 盼望见到您

(4) 一个 120 元的单人间

(5) 确认预订

3. Fill in the blanks with the following words and expressions.

how

would like

what

available for

look forward to

(1) We have rooms _____ that day.

(2) _____ do you spell your name?

(3) _____ would you like?

(4) I _____ to reserve a double room.

(5) We _____ your arrival.

4. Using *could* and *would* ask questions in a similar way.

Examples:

You don't know the name and address of a guest. (tell)

Could you tell me your name and address, please?

You don't know the spelling of a guest's name. (spell)

Would you spell your name, please?

(1) You don't know the telephone number of a guest. (tell)

(2) You aren't sure of the surname of a caller. (repeat)

(3) You aren't sure of the number of people in a group. (tell)

(4) You don't know the spelling of a street name. (spell)

小知识



Telephone in U. S. A 美国的电话

在美国，人们探亲访友，预订机票、餐桌、旅馆房间、商业约会、外出旅行等，都离不开电话。美国人在送礼时，往往把礼物放在门口，然后打电话通知收礼人到门口去拿。马路边都有电话亭。旅馆、机场、火车站都装有磁卡电话。

长途电话有三种类型：a station-to-station call（叫号电话）；a person-to-person call（叫人电话）；a collect call（受话方付费的电话）。

Unit Two

Guest Arrival

Learn to say

Doorman: Good evening, sir. Are you checking in?

Guest: Yes.

Doorman: Do you have any baggage in the trunk?

Guest: Yes, two suitcases and one bag.

Doorman: Is this everything, sir?

Guest: Yes, that's all.

Doorman: May I help you with your suitcases, sir?

Guest: Thank you.

Doorman: I'll show you to the Front Desk. This way, please.

(The doorman shows the guest to the Front Desk.)

Doorman: I'll put your suitcases over there. When you have finished checking in, a bellboy will show you to your room and carry your baggage.

Guest: OK. Thank you.

Doorman: You're welcome. I hope your stay will be a pleasant one.



Let's read

Every teenager has a dream for tomorrow. Lin's dream is to be an excellent hotel worker. He takes service as a career. Through his heartfelt service he will create a temporary home for the travelers. How proud he will feel when he let the guests enjoy Western comfort with a Chinese flavor.

New words and expressions

- doorman** ['dɔ:mən] *n.* 迎宾员
baggage ['bægɪdʒ] *n.* 行李
trunk [trʌŋk] *n.* 汽车后备箱
suitcase ['sju:tkeɪs] *n.* 手提箱
bellboy ['belbɔɪ] *n.* 行李员
pleasant ['plezənt] *adj.* 合意的, 愉快的
teenager ['ti:n,eɪdʒə] *n.* 青少年
dream [dri:m] *n.* 梦想
excellent ['eksələnt] *adj.* 优秀的
career [kə'riə] *n.* 职业
heartfelt ['hɑ:tfelt] *adj.* 忠心的, 全心全意的
create [kri'eɪt] *vt.* 创造
temporary [ˌtempərəri] *adj.* 临时的
traveler ['trævlə] *n.* 旅行者
comfort ['kʌmfət] *n.* 舒适
flavo(u)r ['fleɪvə] *n.* 味, 风味
check in 登记 (入住饭店等)
take... as a career 将……作为事业

Notes

1. baggage (美) 行李总称。英国常用 luggage, 它们均为不可数名词。一件行李可用 a piece of baggage.
2. I hope your stay will be a pleasant one. 希望您住得愉快。

Practice

1. Read the following sentence patterns aloud.

(1) Let me

give you a hand
help you with the baggage
drive you there
teach you English

(2) I hope you'll

enjoy your stay with us
have a good time
like it
join us
come by

2. Translate the following sentences into English.

- (1) 我帮你拿行李好吗?
- (2) 这是你的行李吗?
- (3) 请稍等一会儿。
- (4) 欢迎来我们宾馆。
- (5) 祝你在此过得愉快。
- (6) 请这边走。
- (7) 让我领你去房间。
- (8) 旅途愉快吗，先生?

3. Role-playing

Guest: You are a guest arriving at the hotel in the afternoon. You want to check in. You have one bag and one suitcase in the trunk.

Doorman: You're a doorman. Greet the guest and help him with his suitcase and bag to the Front Desk.

Bellboy: You're a bellboy. Greet the guest and help him with his suitcase and bag to his room.

小知识



Introduction 介绍

在英美国家，如双方初次见面，一般可通过不同途径相互结识。

一、自我介绍。介绍时，自己的姓名前面一般不要加 Mr. , Miss 或 Ms. 等表示尊敬的称呼。如：How do you do? My name is Henry Brown. 在自我介绍后，对方一般也乐意介绍他自己。

二、主动请教。如果没有第三人在场，或者双方都没有自我介绍，就要主动询问对方的姓名。如：May I know your name?

三、他人介绍。在社交场合，人们之间更多情况下是由他人介绍而认识。一般是先把年轻的介绍给年长的，先把男性介绍给女性。例如：Mrs. Green, this is John Smith. 被介绍人认识后应相互打声招呼，以示友好。如：Hello, Mr. Smith, 或 Glad to meet you, Mr. Smith.

Unit Three

Checking In

Learn to say

Receptionist: Good afternoon. Welcome to our hotel. May I help you, sir?

Guest: Yes, I'd like to check in, please.

Receptionist: Certainly, sir. May I have your name, please?

Guest: Robert Stone.

Receptionist: Do you have a reservation with us, sir?

Guest: Yes, for tonight.

Receptionist: Just a moment, please.

Thank you for waiting, sir. Your reservation is for a single room for three nights. Could you fill out the registration form, please?

Guest: Sure. Here you are.

Receptionist: Thank you. Excuse me, sir. You forgot to fill in your visa number.

Guest: Did I? Let me see that. Oh, sorry. Here you are.

Receptionist: May I reconfirm your departure date?

Guest: Yes, I should be leaving on the 5th.

Receptionist: Would you sign here, please? Thank you. May I see your passport, please?

Thank you, sir. Just a moment please, a bellboy will show you to your room.

Your room is 2606. Here is your key. I hope you will enjoy your stay.



Let's read

It is important that the hotel receptionist should make sure that guests are registered correctly. A hotel registration card is used to record the full name, nationality, home address, method of payment and signature of each guest. Foreign visitors must provide additional information such as passport number and its place of issue.