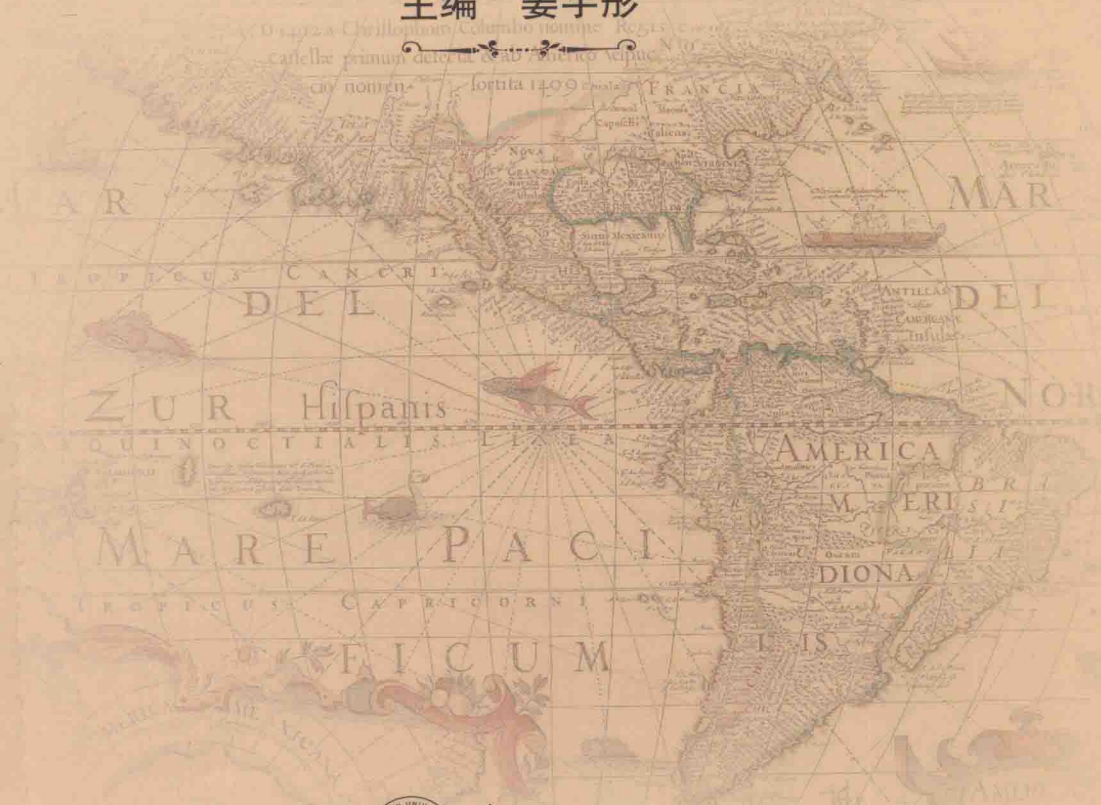


SERVICE
ENGLISH



服务英语

主编 姜宇彤



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Service English

服务英语

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· 沈 阳 ·

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内容简介

本教材本着“以应用为目的, 实用为主, 够用为度”的原则, 以空乘、酒店、餐饮、旅游等行业服务领域的重要岗位的工作任务、服务流程、服务技能和职业核心能力为基础构建内容结构, 以行业服务领域中的英语词汇、句型、语法和相关知识作为重点内容, 力求向学生提供其未来工作岗位所需要的服务英语语言、知识及技能。全书分为九大项目: 接待服务、客房服务、餐饮服务、康乐服务、商务服务、结账服务、送客服务、投诉服务、常用服务英语。面向不同的服务领域, 设置具有代表性、创新性和真实性的服务英语情景对话, 总结不同领域相关服务工作的专业英语词汇和句式, 并配有大量的实践练习, 让学生能够理论联系实际, 真正学以致用, 切实提高其进行英语服务的语言交际能力, 培养实用型人才。

本书可作为中等和高等职业院校学生的行业英语教材, 还可作为酒店、旅游、空乘、游轮、铁路等行业一线员工的培训教材、自学教材及参考手册。

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Introduction

前 言

本教材以空乘、酒店、餐饮、旅游等行业服务领域的重要岗位的工作任务、服务流程、服务技能和职业核心能力为基础来构建编写结构和内容,形式新颖、选材独到、内容丰富、语言规范、针对性强,力求向学生提供其未来工作岗位所需要的服务英语语言、知识及技能,培养学生使用英语进行服务的业务能力。本教材本着“以应用为目的,实用为主,够用为度”的原则,着重强调实用性、常识性和灵活性,把各行业服务工作中可能用到的英语词汇、句型、语法和相关知识作为重点内容,提高学生的服务英语交际能力,使学生能够真正学以致用,成为实用型人才。

全书共分为九大项目,分别为:接待服务、客房服务、餐饮服务、康乐服务、商务服务、结账服务、送客服务、投诉服务和常用服务英语。

本教材在编写时体现出以下几个方面特点:

1. 操作性。以工作场景为背景,以员工提供英语服务为主,围绕客户需求展开服务。对能力训练的设置,突出了“应用”的特点,让学生看得懂、学得会、用得上。可操作性强。

2. 创新性。编写体例注重创新,按照知识目标→能力目标→素质目标→情境模拟→短文对话→重要词汇短语→常用句式→能力训练的体例编写,编写内容形式新颖、选材独到、注重创新,提供最新的对话案例,注入信息化服务内容,增强了时代气息,既满足了服务客人的需要,又适应学生及企业的需求。

3. 针对性。有针对性地培养学生的英语服务能力,不但让学生熟悉相关的行业服务流程和服务技能,还能丰富学生在酒店、旅游、民航领域中英语方面的专业词汇和实用知识,为学生将来步入社会从事

行业服务工作、提高用英语服务的语言交际能力打下基础。

4. 真实性。书中对话的内容均真实地反映旅游、酒店、餐饮、航班信息等服务场景，在帮助学生提高英语语言交际能力的同时，也扩大了学生对各服务领域的信息视野，确保吸收知识的先进性和时代性。

5. 趣味性。每节均以情境模拟导入，提出问题，借助趣味性浓、思想性强的对话案例，在形象可感的学习中，轻松地掌握英语服务的技能和技巧内容。在语言风格上，力求生动活泼。

本教材不仅可以作为中等和高等职业院校学生的行业英语教材，还可以作为酒店、旅游、空乘、游轮、高铁一线员工的培训教材、自学教材及参考手册。

本书由姜宇彤担任主编，卢君、姜懿轩担任副主编，赵心莉、许哲宁参编。从教材的编写到审定和使用，全程请企业成功人士提建议、讲问题、说思路，他们有着丰富的工作经验和较深的理论功底，是各自工作领域的行家里手，将他们的合理化建议应用到教材设计和编写中，提高了教材的实用性和指导性，使之更加贴近社会需求。

本书的编写分工如下：项目一、项目二、项目三由营口职业技术学院姜宇彤编写，项目四由中国海洋大学附属银海学校国际部姜懿轩编写，项目五由山东烟台赫尔曼格迈纳尔学校赵心莉编写，项目六由大连职业技术学院许哲宁编写，项目七、项目八由营口职业技术学院卢君编写，项目九由营口职业技术学院姜宇彤和卢君编写，参考答案由全体编者共同编写。全书内容统稿由营口职业技术学院姜宇彤完成，全书校稿工作由营口职业技术学院姜宇彤和中国海洋大学附属银海学校国际部姜懿轩完成。

另外，本书参考了一些最新的教材和专著，还参考和借鉴了许多其他文献资料，由于编写时间仓促，未能和各位作者一一联系，在此我们一并表示诚挚的谢意。

由于编者水平有限，加之编写时间仓促，疏漏之处在所难免，恳请广大读者不吝指正。

编 者

2018年7月8日

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PROJECT- I Reception Services

接待服务

【知识目标】

1. 了解接待服务流程。
2. 理解英语接待服务重要性。
3. 掌握接待服务的常用英语。

【能力目标】

1. 能够使用英语说欢迎词。
2. 能够使用英语引导旅客登机、入住，为旅客提供行李服务。
3. 能够使用英语进行接待服务。

【素质目标】

1. 树立良好的职业形象，培养学生自觉、熟练使用服务英语进行接待工作。
2. 培养学生良好的英语接待服务素养。
3. 培养学生良好的礼仪修养，提升学生的个人素质，树立良好的职业形象，贴近行业要求，更好地胜任各种职业岗位工作。

Lesson 1 Hospitality and Check-in Services

迎宾、登记服务

【情境模拟】

Mr. John 在中国北京已经工作多年，他在网上预订了到海南旅游机票，准备度假。

Question 1: 如果你是 Mr. John 的值机接待工作人员，你将如何帮助他顺利取到登机牌，托运行李呢？

Question 2: 如果你是 Mr. John 的导游，你将如何欢迎约翰到海南旅游呢？

Question 3: 如果你是 Mr. John 的酒店前台人员，你将会为约翰提供怎样的接待服务呢？

【Dialogue A——值机服务】

Staff: Good morning, Sir. Welcome to the Beijing Capital International Airport.

Mr. John: Hi, I'd like to check-in for Flight CZ618 to Sanya.

Staff: OK, Sir. May I have your ticket and passport please?

Mr. John: Here you are.

Staff: Thank you. Flight CZ618 to Sanya, economy class, well Sir, your travel documents are in order.

Mr. John: That's good, thank you. May I have a seat preference please?

Staff: Yes, of course. Do you prefer a window seat or an aisle seat?

Mr. John: A window seat, thank you.

Staff: Would you like to sit in the front of the cabin or at the rear of it?

Mr. John: If possible, front please.

Staff: OK, Sir. I have reserved the seat 8A in economy class. Is that will be OK?

Mr. John: Sure, pretty good. Thank you so much!

Staff: How many check-in luggage do you have?

Mr. John: Two.

Staff: Please put them on this scales.

Mr. John: All right.

Staff: Any carry-on?

Mr. John: Just one bag.

Staff: OK, here are your passport and boarding pass.

Mr. John: What's time for boarding?

Staff: It's printed on the boarding pass.

Mr. John: Thanks. How can I get to the boarding gate?

Staff: Go straight ahead, turn left at the first crossroad, then you will see the Gate on your right.

Mr. John: Thank you very much.

Staff: You are welcome, enjoy your flight.

【Boarding Service——登机迎宾服务】

Ladies and Gentlemen, may I have your attention please: flight CA1369 alternated from Beijing to Sanya is now boarding. Would you please take all your belongings and get your boarding pass ready and board the aircraft No. 17 through gate No. 4. We wish you a pleasant journey. Thank you.

.....

Good morning, Ladies and Gentlemen:

Welcome aboard China Airlines Flight CA1369 Beijing to Sanya.

The distance between Beijing and Sanya is 2,710 kilometers. Our flight will take 4 hours and 20 minutes. We will be flying at an altitude of 8,500 meters and the average speed is 739 kilometers per hour.

In order to ensure the normal operation of aircraft navigation and communication systems, smart-phones, and other electronic devices throughout the flight and the laptop computers are not allowed to use during take-off and landing.

We will take off immediately, please be seated, fasten your seat belt, and make sure your seat back is straight up, your tray table is closed and your carry-on items are securely stowed in the overhead bin or under the seat in front of you. This is a non-smoking flight, please do not smoke on board.

The captain and 5 crew members will be sincerely at your service. We hope you enjoy the flight!

Thank you!

【Dialogue B——导游接机服务】

Staff: Hello! Are you Mr. John?

Mr. John: Yes, I am.

Staff: Nice to meet you! My name is Wang Ping, the tour guide from CITS, you can call me Bonnie. Welcome to Sanya!

Mr. John: Nice to meet you! This is my first time to Sanya, I'm afraid I will put you through a lot of trouble.

Staff: No trouble at all. We are so glad you could come Mr. John. How was your flight?

Mr. John: Not bad.

Staff: Do you need to wait for any of your luggage?

Mr. John: Yes, I have two luggage.

Staff: OK, let me help you.

Mr. John: Thank you so much.

Staff: My pleasure. The car is waiting is outside the airport already.

Mr. John: OK. Let's go!

Staff: This way please.

【Welcome Speech——导游欢迎词】

Good afternoon, Mr. John.

Welcome to Sanya!

Please have a seat and relax. Let me introduce myself first. My name is Wang Ping. You can call me Bonnie. It means "beautiful", though maybe I'm not. This is our Driver, Mr Li. He has 25 year driving experience. We are all from the CITS Sanya Branch. On behalf of CITS Sanya and my colleagues. I'd like to express a warm welcome to you.

During your stay, Mr. Li and I will be your local guides. We will do everything possible to make a pleasant journey for you. If you have any problems or requests, please don't hesitate to let us know.

You are going to stay at the MGM Grand Sanya Hotel, a luxurious, five-star hotel. Although the hotel is not exactly in downtown Sanya, it is located in the Yalong Bay National AAAA-level Tourism Resort Area which is regarded as "one of the most beautiful bays in the world". You can enjoy your private beach, sun bath, water entertainments and delicious BBQ and easy access to many tourist attractions. As we will be traveling by this van for a week. It would be better to remember the plate number. The number is AX7889. Let me repeat: AX7889.

And one more thing I need to remind you. You must not drink any tap water in the hotel, because unboiled water might make you ill.

I hope you will enjoy your time in Sanya.

【Dialogue C——酒店前台接待服务】

Staff: Good afternoon, Sir! Welcome to MGM Grand Sanya Hotel. May I help you?

Mr. John: Yes, I'd like to check-in please.

Staff: Certainly, Sir. May I have your name please?

Mr. John: I'm Raymond John.

Staff: Do you have a reservation, Mr. John?

Mr. John: Yes, I have made a reservation from CITS a week ago.

Staff: OK, Mr. John, May I have your passport please?

Mr. John: Here you are.

Staff: Just a moment please. I'll check our reservation record.

(After a while ...)

Staff: Sorry for keep you waiting, Mr. John. Your reservation is for a luxury suite panoramic ocean view room for six nights, the room rate is \$ 539 per night, plus taxes and fees, including six breakfasts. Is that all right?

Mr. John: Yes.

Staff: OK. I'll print out the registration form for you.

Mr. John: Thank you.

Staff: Six day deposit is \$ 5,000.

Mr. John: OK. Can I pay by credit card?

Staff: OK. You have to pay \$ 5,000 per-authorization as your deposit. Do you have a password?

Mr. John: Yes.

Staff: OK. Please enter your password ... This is for the \$ 5,000 per-authorization, please sign your name.

Mr. John: OK.

Staff: The breakfast time is from 6:30 a. m. to 11:00 a. m. at the Haitang Restaurant. Please show your room card before meal. Additional breakfast is \$ 68 per person.

Mr. John: OK.

Staff: Your room number is 908. Here is your key card. The bellman will take your luggage and show you the way.

Mr. John: Thank you very much.

Staff: It's my pleasure. Enjoy your holiday.

[Key Words & Phrases]

词汇	词性	词义
flight /flaɪt/	<i>n.</i>	航班; 飞行
reserve /rɪ'zɜ:v/	<i>v.</i>	预订
rear /rɪə/	<i>adj.</i>	后方的, 后面的; 背面的
luggage /'lʌɡɪdʒ/	<i>n.</i>	行李
scales /skeɪlz/	<i>n.</i>	磅秤
boarding /'bɔ:rdɪŋ/	<i>n.</i>	登机
crossroads /'krɒsrəʊdz/	<i>n.</i>	十字路口
trip /trɪp/	<i>n.</i>	旅行

词汇	词性	词义
belonging /brɪˈlɔːŋɪŋ/	<i>n.</i>	所有物；行李；附属物
aboard /əˈbɔːrd/	<i>adv.</i>	在飞机上
altitude /ˈæltɪtjuːd/	<i>n.</i>	高度
ensure /ɪnˈʃʊə/	<i>v.</i>	确保，保证；使安全
operation /ɒpəˈreɪʃən/	<i>n.</i>	操作；经验
navigation /nævɪˈgeɪʃən/	<i>n.</i>	导航
throughout /θruːˈaʊt/	<i>adv.</i>	自始至终
allow /əˈlaʊ/	<i>v.</i>	允许
stow /stəʊ/	<i>v.</i>	收藏
coach /kəʊtʃ/	<i>n.</i>	客车
branch /brɑːntʃ/	<i>n.</i>	分支；分公司
colleague /ˈkɒliːg/	<i>n.</i>	同事，同僚
luxurious /lʌgˈʒʊəriəs/	<i>adj.</i>	奢侈的；丰富的；豪华的
downtown /ˈdaʊntaʊn/	<i>adj.</i>	市中心的
bay /beɪ/	<i>n.</i>	海湾
entertainment /ˌentəˈteɪnmənt/	<i>n.</i>	娱乐；消遣
unboiled /ʌnbɔɪld/	<i>adj.</i>	未煮开的
reservation /rezəˈveɪʃən/	<i>n.</i>	预订；预约；保留
luxury /ˈlʌkʃəri/	<i>adj.</i>	奢侈的；奢华的
suite /swiːt/	<i>n.</i>	(一套) 家具；套房
panoramic /ˌpænəˈræmɪk/	<i>n.</i>	[摄] 全景的
rate /reɪt/	<i>n.</i>	价格；等级；比率；速度
deposit /dɪˈpɒzɪt/	<i>n.</i>	押金；存款
password /ˈpɑːswɜːd/	<i>n.</i>	密码；口令
input /ˈɪnpʊt/	<i>v.</i>	输入
confirm /kənˈfɜːm/	<i>v.</i>	确认；批准
additional /əˈdɪʃənəl/	<i>adj.</i>	附加的；额外的
bellman /ˈbelmən/	<i>n.</i>	行李员；礼宾员

词组	词义
check-in	登记
economy class	经济舱
travel documents	旅行证件
in order	准备就绪；按顺序

词组	词义
window seat	靠窗座位
aisle seat	靠过道座位
boarding pass	登机牌
boarding gate	登机口
tour guide	导游
with easy access to	容易去某地
on behalf of	代表
National AAAA-level Tourism Resort Area	国家五 A 级旅游度假区
regard as	认为；视为
private beach	私人沙滩
sun bath	日光浴
access to	访问
tap water	自来水；非蒸馏水
ocean view	海景
luxury suite panoramic ocean view room	豪华全海景套房
plus taxes and fees	含税费
print out	打印
credit card	信用卡
per-authorization	预授权
sign in	签字；签到；注册；登记；签收
key card	房卡

专有名词 (缩写)	全称	词义
CZ	China Southern Airlines	中国南方航空公司
CA	Air China Limited	中国国际航空公司
BCIA	Beijing Capital International Airport	首都国际机场
CITS	China International Travel Services	中国国际旅行社
BBQ	barbecue	户外烧烤
—	MGM Grand Sanya Hotel	三亚美高美度假酒店
—	Yalong Bay	亚龙湾

【Sentences Patterns】

May I have your ticket and passport please?
请出示您的机票和护照。

Do you prefer a window seat or an aisle seat?

你喜欢靠窗的座位还是靠过道的座位?

Would you like to sit in the front of the cabin or at the rear of it?

你喜欢飞机前方的位置还是后方的位置?

How many check-in luggage do you have?

你有多少行李需要托运?

Any carry-on?

你有手提行李吗?

Enjoy your flight.

旅途愉快。

Ladies and Gentlemen, may I have your attention please.

女士们、先生们, 请注意!

Would you please take all your belongings and get your boarding pass ready

请您带好您的随身物品, 出示登机牌。

We will be flying at an altitude of 8,500 meters and the average speed is 739 kilometers per hour.

飞行高度 8500 米, 飞行平均速度每小时 739 千米。

In order to ensure the normal operation of aircraft navigation and communication systems, smart-phones, and other electronic devices throughout the flight and the laptop computers are not allowed to use during take-off and landing.

为了保障飞机导航通信系统正常运行, 飞行过程中严禁使用手机等电子设备, 在飞机起飞和降落过程中不允许使用手提电脑。

Please be seated, fasten your seat belt.

请坐好并系好安全带。

Put you through a lot of trouble

给你添很多麻烦

How was your Flight?

旅途怎么样?

Do you need to wait for any of your luggage?

你需要等你的托运行李吗?

My pleasure.

别客气。我很荣幸。非常高兴为您服务。

This way please.

请走这边。

I'd like to express a warm welcome to you all.

我谨向你们表示热烈的欢迎。

If you have any problems or requests, please don't hesitate to let us know.

如果您有任何问题和需求, 请不要犹豫, 一定让我们知道。

May I help you?

请问您需要什么帮忙吗?

May I have your name please?

请告诉我您的名字。

Do you have a reservation?

请问您有预订吗?

May I have your passport please?

请出示您的护照。

Just a moment please.

请稍等。

I'll check our reservation record.

我查一下我们的预订记录。

Sorry for keep you waiting

抱歉, 您久等了。

I'll print out the registration form for you.

我将给您打印登记表。

You have to pay \$ 5000 per-authorization as your deposit.

您需要支付 5000 美元预授权作为押金。

Please enter the password.

请输入密码。

Please sign in POS list to confirm.

请在 POS 单上确认签字。

Please show your room card before meal.

请在餐前出示房号。

Additional breakfast is \$ 68 per person.

需要额外加早餐是 68 美元一位。

Here is your key card.

这是你的房卡。

The bellman will take your luggage and show you the way.

行李生将为您提行李并为您带路。

Enjoy your holiday.

假期愉快。

【Practices】

I. Fill in the blanks with the words or phrases given below. Change their forms where necessary.

flight	economy	luggage	boarding gate	guide
aisle	check-in	registration	on behalf of	passport

- I would like to _____ a single room for two days.
- Excuse me Sir, I'm afraid your _____ is overweight.
- The _____ to London is canceled.
- Keep your _____ in a safe place.
- Which do you prefer, first class or _____?
- I'll print out the _____ form for you.
- Where is the _____ for this flight?

8. I'm your local _____ from CITS. My name is Lucy.
9. Would you like a window or _____ an seat?
10. Allow me, _____ our company, to extend our warm welcome to you all.

II. Translate the following sentences into English.

1. 请出示您的机票和护照。
2. 请您把行李放量称上好吗?
3. 你的航班约在一个半小时之后登机。
4. 您的行李认领标签附在机票的封面上。
5. 请问您有预订吗?
6. 在我为您办理房卡时, 请您填写一下入住登记表好吗?
7. 您的房间已经安排好了, 我派行李员送您去客房。
8. 我谨向约翰先生表示最热烈的欢迎。
9. 希望这次旅行将会成为你生命中难忘的一次经历。
10. 请在下车前检查好随身行李, 别落在车上。

III. Complete the following dialogues.

Dialogue A: (A: officer B: guest)

- A: Good morning, Sir. Can I (1) _____ you?
- B: Is this the right counter to check-in for the Flight CA888 to Hong Kong?
- A: Yes, it is. May I have your (2) _____ please?
- B: Here you are.
- A: How many (3) _____ of luggage would you like to check?
- B: Only one.
- A: Please put your luggage on the (4) _____.
- B: I hope it won't be overweight.
- A: No, it isn't. Do you have any (5) _____.
- B: Only one too.
- A: OK, here are your (6) _____. Please take good care of them.
- B: Thank you. Is the flight on schedule?
- A: Yes, Sir. The flight will (7) _____ on time in an hour.
- B: Where is my boarding gate?
- A: It's (8) _____ on the boarding pass. Let me have a (9) _____, ur ...
Here! Your boarding gate is No. 8.
- B: Thank you very much!
- A: You are welcome! Have a (10) _____.

Dialogue B: (A: hotel receptionist B: guest)

- A: Good evening, Madam. (1) _____?
- B: Good evening. Is there any room available now?
- A: What kinds of (2) _____ do you like, (3) _____ or a double?
- B: A single with nice night view is better.

A: Wait for (4) _____. Let me have a check, ur ...

OK! We can (5) _____ you a single room with nice night view. How many nights will you be (6) _____?

B: For two nights. How much is the room rate?

A: As it is low season now, we are (7) _____ a special rate of 450 per night now.

B: Great! I'll take it.

A: Show me your passport and fill in this (8) _____ form please.

B: Here you are.

A: How would you like to (9) _____ your bill, by credit card or in (10) _____?

B: By credit card please.

A: May I print of your card?

B: Certainly.

A: Thank you ... Your room is already, here is your room card, the bellboy will show way to your room. Have a nice dream!

Dialogue C: (Welcome Speech)

Ladies and gentlemen, welcome to China. Now, I would like to (1) _____ myself to all of you. I am the local (2) _____ of this group. My name is Liu Fang. You can call me Liu for short. Of course, Chinese pronunciation is not easy for you. You can call my English name, which is Lily. From my appearance you may think I'm quite young. Yes, you are right. I graduated from the university this summer, but I have been a tour guide for four years since I entered the university. Anyway, I will do all I can to (3) _____ you. (4) _____ my right, there is our driver, Mr. Zhang. He has been a professional driver for more than ten years. So don't worry about our safety. The (5) _____ number is 3466, please keep in mind. And our travel service is China International Travel Service, known as the CITS. Here, (6) _____ our travel service, our driver, and myself, I would like to express my deepest welcome to all of you again, You will stay in Chengde for three days. I want to introduce the travel (7) _____ about this trip. During the (8) _____ three days, we will go to visit many places of interest. They are Summer Mountain Resort, Puning Temple, Outer Eight Temples, Jinshanling Great Wall and Mulan Hunting Land. During our whole visit, if you have any questions, please feel free to let me know. My cell phone number is ××××××××××, I'll have it switched on for 24 hours. Don't (9) _____ to contact me whenever you need to. I hope everyone can enjoy my explanations and enjoy yourselves. we'll do everything possible to make your visit a pleasant experience. If you have any problems or suggestions, please don't hesitate to let us know. As the bus is approaching our hotel I want to (10) _____ you that the temperature here is much lower than that of your hometown, please put on more clothes, especially in the morning and in the evening. At last I hope you may have a good rest and then we may have an unforgettable trip.

IV. Scenario simulation.

Suppose you are a tour guide, you come from CITS Dalian branch and you are going to pick up a tourist group from America, please prepare a welcome speech.