

# A

Fast-Track

# 应急英语

## 口语

## 15天快训

*Oral English in 15 Days - Hotel*

史小妹 编著

送外酒店篇



西安交通大学出版社  
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# 前 言

随着我国对外开放政策的持久深入,我国的旅游业蒸蒸日上。因此旅游住宿成为人们生活中必不可少的一件事情。涉外酒店历来是我国对外的一个窗口,酒店从业人员的英语水平既是保障客人满意的必要条件,也是确保酒店声望和效益的基本需求。而住宿的客人要想确保自己得到上好的服务,保证自己的应得利益不受侵害,也需要通过有效妥帖的语言交流得以实现。

本书正是为了便于酒店从业人员能在较短的时间内,比较全面地掌握酒店服务中如何礼貌地与客人交流,如何妥善地处理日常事务;如何既能保证客人遵守酒店的规定,减少不必要的麻烦,又能让他们得到满意的服务等而编写的。

为了方便读者查询、记忆,本书把酒店业务可能涉及的内容分为15个话题,分编成15天快训。主要内容涉及酒店预订,登记入住,行李运送、寄存,日常客服,特殊客服,洗熨购物,餐饮休闲,美容美发,问讯咨询,票务订购,投诉赔偿等。每个话题分为4部分编写。第1部分归纳了数10个使用频率较高的“高频句型”,

并附有相应的汉译;第2部分由4到5段实用对话组成,每段对话模拟一种可能高发的情景;第3部分则是针对实用对话的难句进行翻译注释,以便读者理解记忆;第4部分是按字母顺序排序的热点词汇。

本书编排合理,内容翔实,注解详细,是一本既适合于英语爱好者全面迅速地掌握不同情景下如何进行有效的交流和对话,又便于临时抱佛脚的读者查询相关酒店英语词汇与句型的小册子。本书既适合酒店员工培训,也是英语初学者提高口语能力的实用手册。

编 者

2008年2月

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Day ①

## 预订房间 Room Reservations



高频句型

*Frequently-used Sentences*

1. (This is )Starry Hotel. Good morning! What can I do for you?  
您好! (这里是)繁星酒店,我能为您效劳吗?
2. Just a minute, please. I'll get you through to Advance Reservations. 请稍等。我给您接客房预订处。
3. Hold the line, please. Let me check if we have a double room available for that date.  
请您别挂断,我查查那天有没有双人间。
4. Could you wait a moment, please? 您稍等一下,好吗?
5. I'd like to book a single room with bath from the afternoon of October 9 to the morning of October 12.  
我想订一个带浴室的单人间,10月9日下午到10月12日上午用。
6. Do you have a double available for July 16?  
7月16日有没有双人间?
7. What is the rate, please? 请问房费多少?
8. What is the price for a double per night?



双人间一天多少钱?

9. We (do) have a single room available for those dates.

我们(确实)有一个单间在这段时间可以用。

10. We are glad we'll be able to accept your booking.

我们很高兴能接受您的预订。

11. How long will you be staying? 您打算住多久?

12. A single room with a front view is RMB 300 yuan per night, one with a rear view is RMB 260 yuan per night.

一间阳面的单人间每晚300元人民币,阴面的260元。

13. The current rate is \$ 50 per night.

现行房费是50美元一天。

14. Prices go from \$50 to \$90 for a single.

单人间价格从50美元到90美元不等。

15. Would you tell/give me your name, sir/madam/miss?

请问先生/夫人/小姐贵姓?

16. Could I have your telephone number, please?

请问,您的电话号码是?

17. I'm sorry, sir. We're fully booked. You might want to try the Shangri-La. 很抱歉,先生。这里客满了。或许您可以联系一下香格里拉饭店。

18. I'm sorry, ma'am. We don't have any vacancy for those dates. 很抱歉,夫人。那几天没有空房

19. I'm sorry, miss. We don't have any room available for May 1. Why not try the Golden Flower Hotel?

## 预订房间

很抱歉,小姐。5月1日房已订满了。建议您联系一下金花饭店。

20. What a pity! Thank you all the same.

真遗憾! 不过还是很感谢你。



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

B: Yes. I'd like to book a double room for Tuesday next week.

: That's fine, sir. A double room for Tuesday, October 16th, with a front view or rear view?

B: What's the price difference?

: A double room with a front view is 150 dollars per night, one with a rear view is 120 dollars per night.

B: I think I'll take the one with a front view then.

: How long will you be staying?

B: We'll be leaving Saturday morning.

: That will be four nights, sir. Thank you very much, and we look forward to seeing you next Tuesday.

B: Good. That's all settled then. Good-bye.

: Good-bye, sir.



Operator: Golden Flower Hotel. Can I help you?

B: Yes, I want to reserve a room at your hotel.

Operator: Hold the line, please.

: Advance Reservations. Can I help you?

B: Yes, I need a single room with bath from the afternoon of Oct. 3 to the morning of Oct. 7.

: Just a moment, please. Yes, we do have a single room available for those dates.

B: What is the rate, please?

: The current rate is 400 yuan per night. But it will be 10 to 20 per cent higher during peak-seasons like the National Day week.

B: What services come with that?

: For 400 yuan you'll have an air conditioner, a color television, a telephone, and a major international newspaper delivered to your room everyday, plus breakfast.

B: That doesn't sound bad at all. I'll take it.

: Very good. Could you tell me your name, madam, please?

B: Yes, it is Hamilton.

: How do you spell it, please?

B: It's H-A-M-I-L-T-O-N.

## 预订房间

A: H-A-M-I-L-T-O-N. And what is your address, please?

B: It is Room 113, Catholic University of America,  
Washington D.C. 20064, U.S.A.

A: Excuse me, madam, but could you speak a little more  
slowly, please?

B: Sure. It's Room 113, Catholic University of America,  
Washington D.C. 20064, U.S.A. Have you got it?

A: Yes, so it is Room 113, Catholic University of America,  
Washington D.C. 20064, U.S.A.

B: That's right.

A: What about your telephone number?

B: 202-635-5683. By the way, I'd like a quiet room away  
from the street if that is possible.

A: A quiet room away from the street is preferred. OK.  
We'll mail you a reservation card confirming your  
booking as soon as possible. We look forward to wel-  
coming you.

B: Thank you. Good-bye.

A: Good-bye.



A: Advance Reservations. Good evening. Can I help you?

B: Yes, I'd like to book a single room from May 5 to

May 29.

: Just a minute, please. I'm sorry, sir. We are fully booked from April 28 to May 10.

B: Oh, that's too bad.

: Would you like us to put you on our waiting list and call you in case we have a cancellation?

B: Thank you. That's very kind of you. But could you recommend another hotel to me?

: Yes, of course. Where would you rather stay, in the suburb or in the city center?

B: I prefer a hotel close to the Summer Palace. I'm going to do some research there.

: In that case, you can try Beijing Yanshan Hotel. That's a four-star hotel and the rate there is a bit lower than here.

B: OK. Thanks. Oh, by the way, do you know its telephone number?

: Just a second, please. It's 400-7225588.

B: Thank you very much. I really appreciated your help.

: Good bye. Thank you for calling us.



: Good morning. Reservations. May I help you?

预订房间

B: Yes, I'm calling from Xi'an Youth Travel Agency. I'd like to know if you have rooms available for the nights from May 2 to May 6. We have a tour group of 26 people.

: What kind of rooms would you like?

B: Double rooms with twin beds.

: A moment please, Miss. Yes, I can confirm 15 rooms for those days.

B: Thank you. 14 rooms are enough. Is there a special rate for a group reservation?

: Yes, there is a 10 percent discount.

B: That's fine.

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

B: We will send a cheque soon.

: Could you give me the flight number, please, in case the plane is late?

B: Sorry, I don't know the number yet, but I'll let you know by phone tomorrow.

: Thank you, Miss. Bye.

B: Bye.



难点注释

Notes

1. Good morning. This is Room Reservations. May I help

you? 您早,这里是客房预订处,我能为您效劳吗?

2. I'd like to book a double room for Tuesday next week.

我想订一个双人房间,下周四住。

(预定客房时,可用句型: I'd like to book/reserve...; I need...; I want to have... 等)

► 例如

I need a twin (bedded) room for Nov.4.

我想为 11 月 4 日预订一个双人标准间。

(a twin room 或 a twin bedded room 指双人间标准间,不是内设一张双人床的双人间,而是双人标准间,即“a double-bed standard room”。)

3. What's the price difference?

两种房间的价格有什么不同?

4. I think I'll take the one with a front view then.

那样的话,我就要阳面那间。

(then 这里指上句所介绍的内容)

5. How long will you be staying? 您打算住多久?

6. That will be four nights, sir. Thank you very much, and

we look forward to seeing you next Tuesday. 那就是四个晚上,先生。非常感谢,我们盼着您下周二光临。

(客房预订处在接待房客预订时,无论最终是否达成业务合约,通常都要感谢房客对酒店的关照,对即将光临的房客通常说: We look forward to seeing you then. / We look forward to having you as our guest. 我



## 预订房间

们盼望您到时候光临。/我们盼望您就住我们酒店。/  
We look forward to your arrival/visit/welcoming you.  
(我们期盼您的光临。)

7. The current rate is 400 yuan per night. But it will be 10 to 20 per cent higher during peak-seasons like the National Day week. 现行房费是每晚400元，但在像十一黄金周那样的高峰期房费要上浮10%到20%。(peak-season指“旺季”，淡季是“offseason”或“low season”)

8. What services come with that?

这个价格包括哪些服务项目呢？

(这里that指前边提到的每晚400元的房费)

9. For 400 yuan you'll have an air conditioner, a color television, a telephone, and a major international newspaper delivered to your room everyday, plus breakfast. 400元一天的房间配有一台空调、一台彩电、一部电话，每天配送一份国际发行的报纸，外加早餐。

10. That sounds not bad at all. I'll take it.

听起来还不错 我就要这个(房间)。

(在购物和定物时，如果觉得满意，通常说“我要了。”这里“要”的英文是“take”。)

► 例如

I think I'll take the one on the third floor then.

如果那样的话，我要三楼那间。

11. How do you spell it, please?

请问(您的名字)怎么拼写?

(在对方拼写完后,通常接待员要重复一遍所拼内容,以确保无误。)

12. It is Room 113, Catholic University of America, Washington D.C. 20064, U.S.A. 住址是:美国华盛顿特区美国教会学校113室。

(英语中地址的表达与汉语表达语序正好相反,最具体的地址在前,逐级描述到国家,国内可省略国家名。)

13. Excuse me, sir, but could you speak a little more slowly, please? 对不起,先生,请您稍微说慢些,好吗?

(服务行业在听不清客户的要求或信息时,切不可妄加猜测,可以礼貌地请求对方减慢说话速度。常用的表达还有:“Excuse me, miss, but do you mind slowing down a little/but would you please slow down a bit?”等。)

14. By the way, I'd like a quiet room away from the street if it is possible. 顺便说一下,如有可能的话,我想要一个不临街的安静些的房间。

(by the way意思是“顺便”)

15. A quiet room away from the street is preferred. OK. We'll mail you a reservation card confirming your booking as soon as possible.