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NEW WORLD



全国高职高专院校规划教材·旅游英语专业

# Hotel English 饭店英语

姜丽 主编



对外经济贸易大学出版社

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# 饭店英语

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本系列教材根据国家高职教育指导思想及原则编写。目前我国高职高专教育的培养目标是能力培养和技术应用为本位，其基础理论教学以应用为目的、够用为尺度、就业为导向；教材强调应用性和适用性，符合高职高专教育的特点，既能满足学科教育又能满足职业资格教育的“双证书”（毕业证和技术等级证）教学的需要。本套教材编写始终贯彻旅游英语教学的基本思路：将英语听说读写译技能与旅游知识有机融合，使学生在提高英语语言技能的同时了解旅游专业知识，造就学生“两条腿走路”的本领，培养以知识为底蕴、语言技能为依托的新时代复合型、实用型人才。

本套教材包括《旅游英语》、《饭店英语》、《英文报刊文章选读》、《口译教程》及《英语国家旅游文化》等。作者来自北京联合大学旅游学院、天津对外经济贸易职业学院、山东外贸职业学院等。他们都是本专业的“双师型”名师，不仅具有丰富的旅游英语教学经验，而且具有本专业中级以上职称、旅游第一线工作经历，有效地保证了教材编写质量。

此外，本套教材配有教师用书或课件等立体化教学资源，供教师教学参考（见书末赠送课件说明）。

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# 前 言

随着开放性世界经济体系的席卷而来,以及中国加入世贸组织后,中国的饭店业迎来了新的挑战及发展机遇。越来越多的国外游客及企业到中国来旅游并拓展业务,面对这种发展趋势,中国各类酒店企业应顺应潮流,顺流而上,有创造性地发展具有中国特色的餐饮饭店业。这就急需一批既掌握高新技术又具备高级管理能力,既懂专业又懂英语的复合型人才。本教材正是为了适应我国饭店业持续发展的需要,旨在提高该专业学生和从业人员的英语交际能力,从而为培养业务精通、英语熟练、全面发展的新时期饭店服务及管理人才而编写的。

《饭店英语》的编写侧重听、说,兼顾读、写、译,在遵循了交际教学的原则的基础上,旨在培养和提高学生的会话能力和语言应用能力。全书共分为六章二十个单元:大堂服务、客房服务、餐饮服务、康乐服务、商务中心及出行。每个单元大致可分为语音练习、背景介绍、情景对话及口语练习等几部分。语音练习涵盖范围广泛,不仅包括英语中常见发音错误纠正,还浓缩了相关单元最常见、最有用的句子,要求学生跟读录音、纠正发音错误、以便更好地与外宾交流沟通。“情景对话”包括两至三段对话,全真模拟实际工作场景,使学生犹如“身临其境”,从而提高教学效果及学生掌握程度。各章配套练习也有助于提高学生的动脑及实践能力。

本教材适用于高职院校饭店管理专业学生、饭店从业人员及饭店英语学习爱好者使用。

高海燕老师担任第二至第五单元的编写,王薇老师担任第六、七、八、九单元的编写,王燕蕙老师担任第十至十二单元的编写,李琳琳老师担任第十六至十九单元的编写,杨晨老师担任第十三至十五单元的编写,以及共同编写的第一单元。

本书在编写中会有不当或疏漏之处,希望广大使用者批评指正。

编者  
2009年5月

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*Part I*

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# **At the Front Office**





# Unit 1

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## Room Reservation

### *I Discovering Language*

Which sound can you hear?

1. /f/ or /v/? have to      2. /s/ or /z/? has to

1. ① Do I have to go?  
② She doesn't have to park there.  
③ We have to turn here.  
④ They have to use the car park.
2. ① She has to move her car.  
② He has to do his job.  
③ She has to shop now.  
④ There has to be a rule.

### *II Introduction*

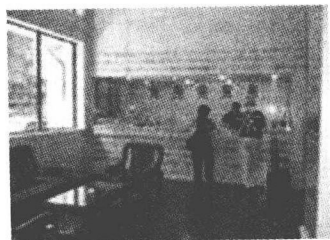
## Room Reservation

Hotel is an important part in the whole process of business and leisure travel, while the room reservation is usually the first connection between guests and hotels.

Room reservations can be made face to face, or over the phone, by guests themselves or a third party. Letters, which used to be a popular way to make reservations, are now out of

date, and are being gradually replaced by some prompter ways, like e-mails or faxes, which are considered much more secure.

Room reservations are usually operated by the front desk (the reception), the room reservation department or the sales department. Guests can choose what they need or favor, and should be informed of the price, the standard, the floor, the window view, etc. Price is relatively higher in the peak season and discount is usually found in the slack season.



Once a room reservation is requested, the clerk should first check the room availability for the required days; if available, a reservation form is made, with all relevant information taken down. Confirmation is necessary, and required. Room reservations can be changed or cancelled with advanced notification.

With development of the Internet, there is a tendency to build a network connecting hotels, airlines as well as some travel agencies, so that guests can arrange their travel well at one place of the whole net. Such a network will offer great convenience in a room reservation.



### Word reference

the front desk 前台

peak season 旺季

notification *n.* 通知, 告知

confirmation *n.* 确认

convenience *n.* 方便, 便利

the reception 接待处

slack season 淡季

sales department 销售部

tendency *n.* 趋势, 趋向

room reservation department 客房预订部

## III Lead-in Activities

1. Have you ever been in a five-star hotel? If so, how did you book your room there?
2. Which way do you think is the most efficient way to make a room reservation?
3. Which department of a hotel will deal with the customers' reservations?
4. Once a room reservation is requested, what should the clerk do next?
5. Do you think that serving guests is indeed an art? Why, or why not?

## IV Topic Extension

### Dialogue I

### Making Reservations over the Phone

*Ms. Green (G) calls Sheraton Hotel. The Telephone rings and a receptionist (R) answers the phone.*

R: Sheraton Hotel, Reservation Desk. Can I help you?

G: I am calling from Tianjin. I'd like to reserve a room, please.

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

G: A single room, please. By the way, can I have two beds in it? My friends may come to visit me.

R: Of course.

G: Do you charge extras for the two beds?

R: No. Would you like one with a front view or with a rear view, ma'am?

G: With a front view, please.

R: For how long?

G: 5 nights, from May 3rd to May 7th.

R: May I know your name, Miss?

G: Rachel Green, R-A-C-H-E-L G-R-E-E-N.

R: Thank you. Ms. Green, when will you arrive?

G: On May 3rd, I think.

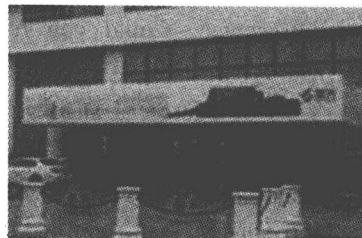
R: Very well, a single room from May 3rd to May 7th. Am I correct?

G: Yes, thank you.

R: One more thing, may I have your phone number, please?

G: Yes, it's 022 - 88713676

R: Thank you, Ms. Green. My name is Monica, and we are looking forward to serving you.



### Dialogue II

### A Face to Face Reservation

C — Client      R — Receptionist

C: I'd like to book a double room for my friends, the Greens. They are arriving on the 10<sup>th</sup> of this month.

R: How long do they plan to stay?

C: Four days.

R: Please wait a moment, I'll check our reservation record. I am afraid we are fully booked on that day, we usually have high occupancies in the peak seasons. We might have a cancellation later, so you could call us back.

C: Oh. My friend would like to stay in a hotel in the city center. Could you recommend another hotel nearby?

R: Yes, of course. I suggest Sheraton Hotel, a hotel with five-stars. It is located in the center of the city.

C: What is the rate for a double room there?

R: 400 Yuan a night with breakfast.

C: Great. Do you have their telephone number?

R: Sorry, we don't.

C: How can I get there?

R: You can go there by Route 870. It usually takes 20 minutes, but during the rush hour it is better to be a little earlier.

C. Thank you very much.



### Dialogue III

### Confirmation and Cancellation

C — Client      R — Receptionist

R: Hello! Sheraton Hotel. Can I help you?

C: Yes. This is Andrei Romanov. The Russian Olympics Games Experts Delegation will be coming here at the end of this month. I am calling to confirm my reservation of the rooms I have booked in your hotel.

R: Could you spell your name?

C: A-N-D-R-E-I, Andrei, R-O-M-A-N-O-V, Romanov.

R: Thank you. Wait a moment, please. (Checks the computer) You have booked five double rooms, two single rooms and one suite. The time is from July 25 to August 15. Is that right?

C: Yes. And I'd like to make sure that all the double rooms and single rooms will be available on the day the experts arrive.

R: I beg your pardon. You have said that the double rooms and single rooms? In our record, I found that you had also booked one suite in your reservation.

C: Yes, that's right. But now there is no need for that room now. May I cancel it?

R: Of course. I will do it for you. (Revises the reservation) Ok, Mr. Romanov, your new reservation is five double rooms and two single rooms, from July 25 to August 15, for



The Russian Olympics Games Experts Delegation, is that right?

C: Exactly!

R: I will make sure that all the rooms you need will be ready as your request.

C: Good! Thank you so much! I'm sorry to have taken so much of your time.

R: It's my pleasure, sir. And is there anything else I can do to help?

C: No, thank you.

R: See you on July 25 then.

C: Goodbye.



## Words and expressions

reservation *n.* 预定

suite *n.* 套房, 随员

cancellation *n.* 取消

a double room 双人间

Sheraton Hotel 喜来登酒店

receptionist *n.* 接待员, 传达员

occupancy *n.* 占有

Deluxe suites *n.* 豪华套房

reservation record 预定记录

## V Oral Time

### 1. Act it out:

#### Situation A:

You're an assistant of Jennifer Anniston, Louise. You'd like to book a deluxe suite for her from March 8th to April 9th, and decide to try another hotel after you know that the hotel is fully occupied.

#### Situation B:

You answer the phone and tell the client there aren't any single rooms left and recommend the client to have a double room instead.

### 2. Complete the dialogue according to the context:

A: Reservation. \_\_\_\_\_?

B: Yes. I'd like to book a room for my friends, the Browns.

A: \_\_\_\_\_?

B: A double room with \_\_\_\_\_. \_\_\_\_\_?

A: 200 Yuan a night. \_\_\_\_\_?

B: 8 days.

A: \_\_\_\_\_?

B: On Sunday this weekend, that is July 1st.

A: \_\_\_\_\_?

B: Yes, it's 87653216.

A: 87653216, \_\_\_\_\_?

B: That's right. Thank you.

A: \_\_\_\_\_.

### 3. Translate the following sentences:

- 1) 我想预定两个豪华套间、五个双人间及十个单间。
- 2) 对不起,现在饭店没有空房,我们不再接受预定了。
- 3) 我们要收 50 元的预定金。
- 4) 现在是旅游旺季,我们不能保证那天肯定有空房。
- 5) 你们的标准间房价是多少?
- 6) 我想取消昨天预定的两个标准间。

### 4. Finish the registration form:

Registration Form of Temporary Residence

Surname	First Name	Sex
Nationality	Passport No.	
Date of Arrival (From)		
Date of Departure (To)		
Room No.	Clerk	

Note: passport: 护照

## VI Vocabulary Development

bellboy *n.* (doorman) 负责行李的男服务员

periodic report 定期报告

currency exchange 兑换货币

walk-in guest 没有预约的客人

guest resource 客户资源

advance payment 预付款

lobby *n.* 大厅

information desk 信息台,资讯台

switch board 电话总机,服务台

occupied room 有人入住的房间

deposit 定金,保证金

long distance call 长途电话

## ***VII English around You***

A person checks into a hotel for the first time in his life, and goes up to his room. Five minutes later he calls the desk and says, "You've given me a room with no exit. How do I leave?"

The desk clerk says, "Sir, that's absurd. Have you looked for the door?"

The person says, "Well, there's one door that leads to the bathroom. There's a second door that goes into the closet. And there's a door I haven't tried, but it has a 'do not disturb' sign on it."



# Unit 2

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## Reception and Check-in

### *I Discovering Language*

Can you pronounce the following vowels correctly?

1) [e]            [æ]

bed bad; pen pan; ten tan; lend land

2) [i:]           [ei]

real rail; greet great; mean main; read raid

3) [e]            [ai]

bet bite; red ride; said side; head hide

Read the sentences slowly, and try to distinguish the above vowels from one another.

1) He sells hen's eggs, but was attacked by a man in a van yesterday.

2) Say, if you are free today, can you come to tea with me by the sea?

3) These are ship models with white rails. People don't buy it because of its bad surface.

### *II Introduction*

## Reception Service Management

Generally speaking, reception service covers four kinds of services.

Firstly, welcome and farewell service. It may extend to airport, harbor or station to receive guests. To do this, the staff member in charge shall check information about guests in