

中等职业学校饭店专业教学用书

饭店服务英语

FANDIAN
FUWU YINGYU

主 编 韩 琦



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中等职业学校饭店专业教学用书

饭店服务英语

主 编 韩 琦

副主编 窦金霞

電子工業出版社

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内 容 简 介

本书以前厅服务英语、客房服务英语、餐厅服务英语、康体服务英语和会议服务英语为主,增加了后台员工服务英语,如保安服务英语、工程员工维修服务英语等,内容较为全面,实用性强,便于将要从事或正在从事酒店工作的员工学习和使用。本书共 28 单元,单元中包括知识要点、对话、词汇、注释、实用表达和练习等内容,其中前 23 单元为必修单元,后 5 单元为选修单元。

本书可作为中等职业学校饭店专业的教学用书,也可作为岗位培训用书和从业人员的自学读物。

本书配有教学指南、电子教案、习题答案和配套光盘,详见前言。

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前 言

改革开放以来,中国的经济蓬勃发展,综合国力不断上升,引起了世界各国越来越多的关注与兴趣。随之而来的是中国旅游业的迅速发展,越来越多的大型国际活动在中国不断举行,外国游客日益增多,顾客群体的多元化趋势越来越明显,对中国传统意义上提供的优质服务、个性服务和特色服务提出了挑战。同时,中国的发展离不开世界的大舞台,如成功加入世界贸易组织、成功举办北京奥运会、日渐融入世界经济,以及其在世界舞台上的不可替代性,使我们在传承发展国内知识经验的同时迫切需要了解和学习国外更为先进的知识经验,融合本国特色,更好地发挥其指导推动作用。所有这些国际国内背景,无论是服务于日渐多元化的顾客群体,还是学习、比较和融合外国的先进知识及管理经验,使我国的旅游饭店在服务质量方面与国际更快接轨,在给我我国经济,特别是旅游饭店业发展带来前所未有的大好机遇的同时,也对我国旅游饭店从业人员的专业素质和英语水平提出了新的挑战。为此,我们对国内现有旅游饭店英语培训教材进行了总结,参考了国际相关教材和第二语言教学理论,真正从饭店服务的实践出发,编写了《饭店服务英语》一书,旨在为旅游饭店专业中等职业教育提供一本理论与实践相结合的实用性教材,并适用于饭店在职员工的英语培训和饭店从业人员自学英语。

本书总体呈现以下几个特点:第一,真实形象。对话情景真实,每篇对话都由饭店在职人员结合饭店实际工作环境和工作中的真实案例编写、甄选、校对,配合插图、录音等使读者有身临其境的感觉。第二,表达准确。文中词汇的选用,句型的搭配,通篇的布局都尽可能地使英文表达原汁原味,并尽可能用不同的表达方式表达同一语义句,体现了语言的丰富性。第三,内容生动。全书主要围绕客人在酒店的活动展开对话,一脉贯穿,内容紧凑,故事情节强,寓教于乐。第四,强化记忆。本书从对话到练习对于语言知识点采用滚雪球方式编写,对重点词汇、句型表达反复强调,不求多,只求精,符合人的认知规律和学习特点。第五,习题科学。除练习后附的补充阅读部分外,练习主要分五大项:词汇短语造句,介词用法练习,段落完善,句子翻译和情景模拟。练习的设计紧扣对话内容,从词到短语,到段落,到篇章,围绕对话重要知识点层层递进。第六,实用性强。对本书的学习过程不仅是英语水平提高的过程,同时也是服务方法技能的提高过程。本书几乎涵盖了酒店服务的各部门,语言学习与技能训练紧密结合。第七,知识面广。补充阅读既有利于提高英语水平,又是对实际服务工作知识的补充,帮助学习者充分理解相关的服务工作。

本书由北京吉利大学商学院教师和北京瑞海姆山园度假村工作人员编写。北京瑞海姆山园度假村总经理韩琦先生担任该书主编,负责全书的总体构思和设计,窦

金霞担任该书副主编，共同负责审稿和定稿工作。窦金霞、王海利、贾立新、刘连峰负责本书具体章节的编写和审阅工作。全书由武汉市第三职业教育中心万芳老师主审。在此也要感谢北京瑞海姆田园度假村其他工作人员对本书编写工作提供的支持和帮助。

为了方便教师教学，我们聘请了长期从事英语口语教学的专家为书中对话部分进行录音并刻成光盘随书附赠。本书还配有教学指南、电子教案及习题答案（电子版），请有此需要的教师登录华信教育资源网（www.hxedu.com.cn）免费注册后再进行下载，有问题时请在网站留言板留言或与电子工业出版社联系（E-mail: hxedu@phei.com.cn）。

由于编者水平、时间有限，书中若有错误或不妥之处，敬请读者给予批评和指正。

编 者
2009年7月

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Unit 1 Room Reservation



Main Points (知识要点)

- ※ Reservation procedures
- ※ Room types
- ※ Procedures of changing a reservation

Dialogue 1

FIT Reservation

(G: Guest R: Receptionist)

R: Hello, Friendship Hotel, reception. What can I do for you?

G: Hello, this is Alice Clinton. **I would like to reserve a room in your hotel.**¹

R: What kind of room would you like?

G: **I would like to reserve a single room with bath from 1st. Aug. to 31st. Aug..**²

R: Wait a moment please, I will check for you... Yes, **there is a room available on the 11th floor.**³

G: Fine. **What's the room rate?**⁴

R: \$280 per night.

G: Can I have a discount?

R: Sorry, I am afraid not. **For all the room rates during the Olympic Games are fixed,**⁵ Miss Clinton.

G: Come on, I'll stay here for one month, shouldn't I deserve a special rate?

R: Hold on, please. I'll check with our manager, and get back to you in a moment.



G: Thank you. You are so kind.

(A few minutes later)

R: Hi, Miss Clinton, I just called our manager. **Considering your long stay, we can give you a 10% discount,**⁶ so the price is \$252, **it does not cover the breakfast.**⁷ How about that?

G: Sounds great! Thank you for your help.

R: You are welcome. **In whose name would you like to make the reservation?**⁸

G: Alice Clinton.

R: Could you please spell your name, Miss Clinton?

G: Ok. Alice, a-l-i-c-e. Clinton, c-l-i-n-t-o-n.

R: A-l-i-c-e, Alice, c-l-i-n-t-o-n, Clinton. Ok, and the way to contact you?

G: My phone number is 0014504471815, and my E-mail account: Alice@paradise.com.

R: Ok, Miss Clinton. **One single room reserved under Alice Clinton,**⁹ the check-in date is 1st. Aug., you will stay here from 1st. Aug. to 31st. Aug., \$252 per night, excluding breakfast, phone number is 0014504471815, E-mail: Alice@paradise.com. Right?

G: Exactly! Thank you!

R: My pleasure, Miss Clinton. We will keep your reservation till 15:00 on 1st. Aug., **look forward to your coming.**¹⁰

G: Thank you for your help and reminding, see you!

R: See you, Miss Clinton.

散客预订

(G: 客人 R: 前台接待员)

R: 您好, 友谊酒店, 前台接待为您服务。

G: 您好, 我是艾丽斯·克林顿, 我想要在你们酒店预订一间房间。

R: 您想预订什么类型的房间?

G: 我想要预订一间带浴室的单人间, 从8月1日到8月31日。

R: 稍等, 我给您查一下……可以, 在11层有您需要的房间。

G: 好的, 房价是多少?

R: 每晚280美元。

G: 可以打折吗?

R: 不好意思, 克林顿小姐, 奥运会期间所有的房价都没有折扣。

G: 拜托了, 我将要在这儿住一个月, 应该能有个折扣价吧?

R: 请稍等一下, 我问一下我们的经理, 一会儿给您答复。

G: 谢谢, 你真好。

(几分钟之后)

R: 您好, 克林顿小姐, 我刚刚跟我们经理通过电话。考虑到您要长租, 我们可以给您打九折, 所以房价应是252美元, 不含早餐。您认为怎么样?

G: 听起来不错! 谢谢您的帮助。



R: 不客气。您想以谁的名义预订?

G: 艾丽斯·克林顿。

R: 您可以拼读一下您的名字吗, 克林顿小姐?

G: 好的。Alice, a-l-i-c-e; Clinton, c-l-i-n-t-o-n.

R: A-l-i-c-e, Alice, c-l-i-n-t-o-n, Clinton. 您的联系方式?

G: 我的电话号码是 0014504171815, 我的电子邮箱地址是 Alice@paradise.com。

R: 好的, 克林顿小姐。您预订了一间单人间, 入住时间从 8 月 1 日到 8 月 31 日, 房价是 252 美元, 不含早餐, 电话号码是 0014504171815, 电子邮箱地址是 Alice@paradise.com, 对吗?

G: 正确! 谢谢!

R: 不客气, 克林顿小姐。我们将会把您的预订保留到 8 月 1 日下午 3 点。期待您的到来。

G: 谢谢您的帮助和提醒, 再见!

R: 再见, 克林顿小姐。

Dialogue 2

Group Reservation

(G: Guest R: Receptionist)

R: Good morning! What can I do for you?

G: Good morning! I am from **Peace Travel Agency**¹¹. An American group will come here for the Olympic Games, and they wanted us to find a nice hotel near the National Stadium. I think your hotel is a good choice.

R: We are glad to hear that! Could you please tell me how many people will come here, and what kind of rooms they would like to reserve?

G: 10 people. 5 standard rooms.

R: When will they check in and check out?

G: From 5th Aug. to 25th Aug..

R: Wait a moment, please! Let me check... Yes, we can provide 5 standard rooms for you from 5th Aug. to 25th Aug.. The room rate is \$380, no discount. Is it ok?

G: No problem. Are there any buses going to the National Stadium and Water Cube around your hotel?

R: **Our hotel provides shuttle bus service during the period of the Olympics,**¹² it is very convenient.

G: Wow, that would be great! I am sure they will love it.

R: Can I have your number and your name?

G: Zhang Ting and my mobile phone number is 1390100****.

R: Ok. Zhang Ting, 5 standard rooms from 5th Aug. to 25th Aug.. Is it right?

G: Yes, thank you very much.





R: My pleasure, we look forward to your arrival.

团队预订

(G: 客人 R: 前台接待员)

R: 早上好, 我能为您做点什么呢?

G: 早上好! 我是和平旅行社的。一个美国团队要来中国观看奥运会, 他们想找一个靠近国家体育馆的高档酒店。我觉得你们的酒店符合他们的要求。

R: 我们很高兴听您这么说! 他们有多少人? 要订什么样的房间?

G: 10 个人, 5 个标准间。

R: 他们什么时候入住和退房?

G: 从 8 月 5 日入住, 一直到 8 月 25 日。

R: 请稍等, 让我查看一下……从 8 月 5 日到 8 月 25 日我们可以给您提供 5 个标准间。房价是 380 美元, 无折扣。可以吗?

G: 没问题。这酒店附近有去国家体育馆和水立方的公交车吗?

R: 奥运会期间我们酒店提供班车服务, 很方便的。

G: 哇, 太好了! 他们肯定喜欢。

R: 方便留一下您的姓名和电话号码吗?

G: 张婷, 电话号码是 1390100****。

R: 好的, 预订姓名是张婷, 5 个标准间, 从 8 月 5 日住到 8 月 25 日, 对吗?

G: 是的, 非常感谢。

R: 不客气, 我们盼望你们的到来。

Dialogue 3

Changing the Reservation

(G: Guest R: Receptionist)

R: Good morning, Friendship Hotel. Reception. What can I do for you?

G: Good morning. I booked a room in your hotel the day before yesterday, and I planned to check in on 1st. Aug.. But now **I have to change my reservation date.**¹³

R: Could you tell me in whose name you've reserved, please? I'll check it for you.

G: Alice Clinton.

R: Hold on, please. I will check it ... Ok, there it is. We have a reservation under your name, you reserved a single room on Monday, and you planned to check in on 1st. Aug.. **Your reservation is guaranteed by credit card.**¹⁴

G: Yes. **I am wondering if I could change the check-in date to 5th. Aug.?**¹⁵ Still a single room until 31st. Aug..

R: Wait a moment, please. I need to check the reservation record first... I am sorry, Miss Clinton. There is no single room available on that day. However, we can provide you with a standard room for \$380 per night, how about that?



G: Do I have a discount?

R: Yes, we can offer you a 10% discount.

G: Great! Will you please help me reserve a quiet room?

R: Sure, Miss Clinton. **We still have two rooms meeting your requirements and they are all on the sunny side.**¹⁶

G: That's great! Thank you very much.

R: My pleasure. **We are expecting your arrival.**¹⁷

变 更 预 订

(G: 客人 R: 前台接待员)

R: 早上好, 友谊酒店, 前台接待为您服务。

G: 早上好, 前天我在你们酒店预订了一间房, 预订入住日期是 8 月 1 日。但是现在我不得不改变我的预订日期。

R: 请您告诉我您以谁的名义预订的房间, 好吗? 我来帮您查一下。

G: 艾丽斯·克林顿。

R: 请稍等, 我给您查一下……是的, 找到了, 我们有一个在您名下的预订, 您在周一预订了一间单人间, 原定入住日期为 8 月 1 日。您的预订是以信用卡作担保的。

G: 我想知道是否能把入住时间改为 8 月 5 日? 仍然是一间单人间, 住到 8 月 31 日。

R: 请稍等, 我需要先查一下预订记录……抱歉, 克林顿小姐, 那天没有空余的单人间了。但是, 我们可以为您提供房价是 380 美元的标准间, 您认为怎么样?

G: 可以打折吗?

R: 我们可以给您打九折。

G: 太好了! 帮我预订一间安静的房间吧?

R: 好的, 克林顿小姐。我们还有两间符合您要求的房间, 都是朝阳的。

G: 好极了! 非常感谢。

R: 不客气。我们期待您的光临。

Vocabulary (词汇)

receptionist [ri'sepʃənɪst] n. (饭店、公司、诊所等处的) 接待员

reserve [ri'zə:v] vt. 预订

suite [swi:t] n. 套房

apartment [ə'pɑ:tmənt] n. 公寓房间

villa ['vɪlə] n. 别墅

single ['sɪŋɡl] a. 单一的

check [tʃek] v. 检查, 核对

rate [reɪt] n. 比率, 等级, 价格

excluding [ɪks'klʊ:dɪŋ] prep. 把……排除在外, 不计

exactly [ɪg'zæktli] ad. 正是

remind [ri'maɪnd] v. 提醒, 便想起

agency ['eɪdʒənsi] n. 代理处

stadium ['steɪdiəm] n. 体育场

the National Stadium 国家体育馆

standard ['stændəd] a. 标准的, 符合规格的

cube [kju:b] n. 立方体, 立方



discount['diskaunt] n. 折扣
fixed [fɪkst] a. 固定的
deserve [di'zə:v] vi. 应该得到
consider [kən'sida] v. 考虑
cover ['kʌvə] v. 包含
contact ['kɒntækt] v. 联系
account [ə'kaunt] n. 账户
exclude [iks'klud] v. 除外, 排除

Water Cube 水立方
convenient [kən'vi:njənt] a. 方便的
mobile ['məʊbaɪl] a. 可移动的
book [buk] v. 预订
guarantee [gə'ren'ti:] v.&n. 担保
vt. 保证
requirement [ri'kwaiəmənt] n. 要求
expect [iks'pekt] v. 盼望, 期待

Notes (注释)

1. I would like to reserve a room in your hotel.

我想要在你们酒店预订一间房间。

reserve: 相当于 book, 预订。

2. I would like to reserve a single room with bath from 1st. Aug. to 31st. Aug..

我想要预订一间带浴室的单人间, 从8月1日到8月31日。

from...to: 从……到……。

关于酒店房型, 按不同的标准有以下几种划分。

(1) 按设施及规格分

单人间: Single Room

双人间: Double Room

大床间: King Size & Queen Size Room

标准间: Standard Room

标准间单人住: TSU(Twin for Sole Use)

三人间: Triple Room

四人间: Quad Room

套间: Suite

公寓: Apartment

别墅: Villa

(2) 按级别分

经济间: Economic Room

普通间: Standard Room

高级间: Superior Room

豪华间: Deluxe Room

商务标准间: Business Room

行政标准间: Executive Room

行政楼层: Executive Floor

(3) 特殊房型

不限房型: Run of the House

无烟标准间: Non Smoking



残疾人客房: Handicapped Room

带厨房客房: Room with Kitchen

相邻房: Adjoining Room

(4) 按朝向分

朝街房: Front View Room

背街房: Rear View Room

城景房: City View Room

园景房: Garden View Room

海景房: Sea View Room

湖景房: Lake View Room

3. ...there is a room available on the 11th floor.

在 11 层有您需要的房间。

available: 可获得的, 可利用的。

4. What's the room rate?

房价是多少?

room rate: 房价。

5. For all the room rates during the Olympic Games are fixed.

奥运会期间所有的房价都没有折扣。

fixed: 句中表示价格不可变更。

6. Considering your long stay, we can give you a 10% discount.

考虑到您要长租, 我们可以给您打九折。

considering: 考虑到; 10% discount: 打九折; 又如 20% discount: 打八折。

7. It does not cover the breakfast.

不含早餐。

cover sth: 在此表示所付费用包含……的费用。

8. In whose name would you like to make the reservation?

您想以谁的名义预订?

in one's name: 以某人的名义; make the reservation: 预订。

9. One single room reserved under Alice Clinton.

一间预订在艾丽斯·克林顿名下的单人间。

句中“reserved under Alice Clinton”作“room”的定语, 也可以以从句的形式出现: One single room which has been reserved under Alice Clinton. 词组 be reserved under...: 以……的名义预订, 预订在……名下。

10. ...look forward to your coming.

期待您的到来。

意问: Look forward to your arrival.

look forward to doing (look forward to sth): 期待……, 期盼……。

11. Peace Travel Agency.

和平旅行社。



Travel Agency: 旅行社。

12. Our hotel provides shuttle bus service during the period of the Olympics.

奥运会期间我们酒店提供班车服务。

shuttle bus: 班车; the period of...:期间。

13. I have to change my reservation date.

我不得不改变我的预订日期。

14. Your reservation is guaranteed by credit card.

您的预订是以信用卡作担保的。

guarantee: 保证、担保。

15. I am wondering if I could change the check-in date to 5th. Aug.?

我想知道是否能把入住时间改为 8 月 5 日?

I am wondering if...: 常用句型, 我想知道是否……。

16. We still have two rooms meeting your requirements and they are all on the sunny side.

我们还有两间符合您要求的房间, 都是朝阳的。

meet one's requirements: 符合某人的要求; on the sunny side: 朝阳的, 阳面的。

17. We are expecting your arrival.

我们期待您的光临。

Useful Expressions (实用表达)

1. Offering help

- 1) What can I help you, please?
- 2) May I help you, please?
- 3) Is there something I can do for you, sir / Madam?

2. Reservation requirements

- 1) Are there any rooms available?
- 2) I want / would like to reserve a single room with bath and a fine view.
- 3) I want / would like to reserve a room for one night.
- 4) I want / would like to reserve a room from 5th April to 9th April.

3. Giving information about rooms and room rates

- 1) We have many types of rooms, such as...
- 2) What kind of room do you want to reserve?
- 3) What rate do you prefer?
- 4) We can give / offer you 30% off / 30% discount at weekends.
- 5) We will give / offer you 20% off / 20% discount for the group reservation.

4. Accepting a reservation

- 1) For how long will you stay in our hotel?
- 2) We still have rooms available which meet your requirements.
- 3) In whose name will you reserve?



- 4) I will confirm your reservation information.
- 5) We look forward to your arrival / coming / seeing you soon.
- 6) We are expecting your arrival.

5. Refusing a reservation

- 1) I am sorry. No rooms are available.
- 2) Sorry, Miss Clinton. All the standard rooms have been fully booked on the day you planned to come.
- 3) I am sorry. All the standard rooms have been fully booked. What about suite rooms?

6. Revising a reservation

- 1) Sorry, due to..., I have to cancel the reservation made in your hotel.
- 2) I want / would like to revise / change my reservation information.
- 3) How would you like to revise / change it?
- 4) I want / would like to change the reservation date?

Exercises (练习)

1. Make sentences by using the words below

reserve / discount / convenient / contact / remind / consider

2. Fill in the blanks with proper words

- 1) I would like to reserve a room _____ your hotel.
- 2) I would like to reserve a single room _____ bath _____ 1st.Aug. _____ 31st. Aug..
- 3) There is a room _____ on the 11th floor.
- 4) For all the room rates _____ the Olympic Games are fixed.
- 5) They wanted us to find a nice hotel _____ the National Stadium.
- 6) I have _____ change my reservation date.
- 7) They are _____ the sunny side.

3. Complete the following dialogue

A Group Reservation

(B: Mr. Brown R: Receptionist)

(Mr. Brown, an old customer of Grand View Hotel's, walks into the hotel and wants to make a group reservation)

R: Good morning, Mr. Brown. _____ ?

B: _____. The staff of my company's East Asia branch are coming to Shanghai on a convention tour next month. I'd like to book rooms for fifteen.

R: We have deluxe suites, junior suites, deluxe double rooms, standard rooms, and single rooms. _____ ?

B: One suite for its head and seven TWBs for the rest.





R: Could you tell me their _____ and _____ dates?

B: From 1st to 3rd. _____?

R: As usual, we'll give you 15% off.

B: That'll do.

R: _____?

B: My company will _____ all the expenses with our voucher.

R: Very well. Please tell me their _____ and _____,
so that our airport representative can _____.

B: Sorry, I have no idea. But I'll send you a fax to tell you the details.

4. Translation

- 1) 我不得不改变我的预订日期。
- 2) 您想以谁的名义预订。
- 3) 我想要预订一间带浴室的单人间, 从6月5日到6月10日。
- 4) 我想知道是否能把入住时间推迟到明天?
- 5) 我们期待您的光临。

5. Role play

Scene: You are a receptionist of a hotel in China. Richard calls from the States and wants to reserve a double room for him and his disabled wife. They're expected to be here from Sept. 20th to 23rd. The telephone rings and you answer the phone.

Supplementary Reading (补充阅读)

Kinds of Reservation

Temporary reservation happens when guests choose to reserve just the same day or a couple of days before he comes to stay there. Hotel is supposed to give a firm answer to such reservation through phone call or fax, and no confirmation mail is required. When guests fail to appear by the reservation due time, the reservation is cancelled, which shall be made clear and noticed to guests when they make reservation by clerks.

Confirmative reservation calls confirmation from hotel, either orally or written when hotel receives reservation from guests. Deposit money from guests is not demanded. When guests fail to arrive at the hotel dully, the reservation is cancelled automatically. This kind of reservation bears two advantages: one is requirement from guests could be repeated and guests could know whether hotel has fully understood their requirement. And the other is hotel's responsibility and related issues are clearly stated.

Guaranteed reservation means guests promise to stay in the hotel or they will undertake economic loss. The guarantee can be advance payment, or credit card and sometimes contract. When guests break their promise, the hotel will keep a day's payment.



Modification and cancellation of reservation, when guests ask for modification, clerk shall confirm all items to be changed, and try to arrange for the changes and keep related materials well. When the new requirement cannot be satisfied, clerk has to explain to the guests patiently or propose suggestions for alternative rooms or hotels. When cancellation of reservation happens, careful file and prompt notice to related departments are necessary.

