



工作过程导向新理念规划教材

高职高专旅游类专业精品教材

Service English in Modern Hotel

现代酒店服务英语



胡扬政 主 编

刘 梅 苑丽娟 胡冰冰 副主编

Glenn L. Hyatt 主 审

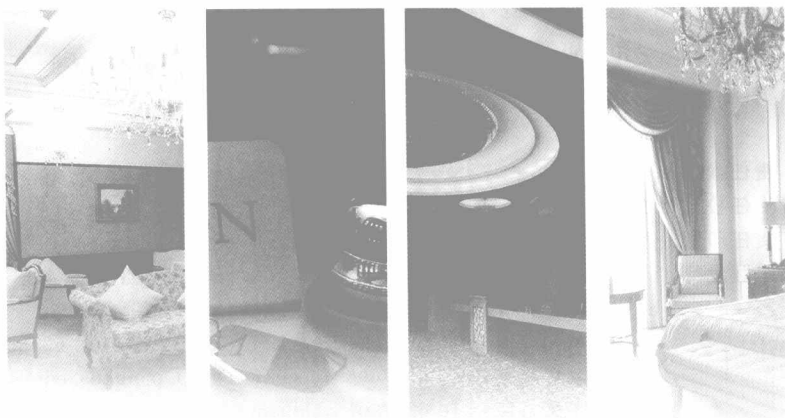


清华大学出版社

高 职 高 专 旅 游 类 专 业 精 品 教 材

Service English in Modern Hotel

现代酒店服务英语



胡扬政 主 编 •
刘 梅 苑丽娟 胡冰冰 副主编 •
Glenn L. Hyatt 主 审 •

清华大学出版社
北 京

内 容 简 介

本书根据高职高专“工学结合”培养模式编写。作者根据酒店行业的工作环境和岗位要求,营造了仿真的工作情境,使学生在逐项完成服务工作任务的同时,掌握相应的英语词汇、英语表达方法和沟通技巧,具备顶岗工作的能力。书中设计了“Service Position”、“Skills and Attainments”、“Position Knowledge”等栏目,实现了酒店英语语言运用能力培养和酒店服务能力培养的有机结合。

本书适合高职高专酒店管理专业教学使用,也可作为酒店行业培训教材,或酒店从业人员自学之用。

本书封面贴有清华大学出版社防伪标签,无标签者不得销售。

版权所有,侵权必究。侵权举报电话:010-62782989 13701121933

图书在版编目(CIP)数据

现代酒店服务英语/胡扬政主编. —北京:清华大学出版社,2009.8

高职高专旅游类专业精品教材

ISBN 978-7-302-18572-7

I. 现… II. 胡… III. 饭店—商业服务—英语—高等学校:技术学校—教材 IV. H31

中国版本图书馆 CIP 数据核字(2008)第 142268 号

责任编辑:刘士平

责任校对:刘 静

责任印制:何 芊

出版发行:清华大学出版社

地 址:北京清华大学学研大厦 A 座

<http://www.tup.com.cn>

邮 编:100084

社 总 机:010-62770175

邮 购:010-62786544

投稿与读者服务:010-62776969, c-service@tup.tsinghua.edu.cn

质 量 反 馈:010-62772015, zhiliang@tup.tsinghua.edu.cn

印 刷 者:北京鑫海金澳胶印有限公司

装 订 者:三河市李旗庄少明装订厂

经 销:全国新华书店

开 本:185×260 印 张:19.75 字 数:467 千字

版 次:2009 年 8 月第 1 版 印 次:2009 年 8 月第 1 次印刷

印 数:1~4000

(附光盘 1 张)

定 价:38.00 元

本书如存在文字不清、漏印、缺页、倒页、脱页等印装质量问题,请与清华大学出版社出版部联系调换。联系电话:(010)62770177 转 3103 产品编号:028762-01

中国酒店业的快速发展有目共睹。世界旅游组织预测,到 2020 年中国将成为世界第一旅游大国,这意味着一直到 2020 年中国酒店业将持续快速发展。现在在校的酒店管理专业的学生毕业后将处于职业环境的黄金时段——酒店业的快速发展,将为具有较高的酒店英语服务技能和管理技能的酒店人才提供更为广阔的发展空间。

高等职业院校酒店管理专业教育培养的是具有一定职业竞争力的酒店实用型专业人才,要让他们在未来的职业生涯中有能力去施展,有才华去发挥。提高这些学生的酒店英语服务技能,增强他们的职业竞争力,培养受星级酒店欢迎的实用型高技能特色人才,不仅是酒店业快速发展对高水准服务人才和管理人才的迫切要求,更是酒店管理专业课程建设和教学改革的方向和重要任务。而教材,则是实现以学生英语服务能力培养为目标的酒店英语课程改革的重要载体和根本保证。

《现代酒店服务英语》是一本工学结合人才培养模式的适用教材。作者根据酒店行业的工作环境和岗位要求,营造了仿真的工作情境,使学生在逐项完成服务工作任务的同时,掌握相应的英语词汇、表达方法和沟通技巧,训练顶岗工作的能力。

本书按照高职专业英语 DCPEA(Development-Centered in Professional English Ability,以职业英语能力发展为中心)课程模式宗旨组织内容,将英语语言能力的培养与英语服务技能养成相结合,以酒店特别是五星级酒店职业(Profession)英语服务内容为教材编写主线,以不同服务岗位(Position)的工作内容构成教学模块,以相同岗位的不同服务任务为服务技能组成教学单元,以具体服务任务和流程(Procedure)构成教学内容,以服务工作中的英语语言要求和实际操作注意事项为技能要点(Point)为教学重难点。通过这些模块的服务英语教学和模拟服务演练(Performance),提高“新酒店人”的酒店英语职业素养和职业技能。

《现代酒店服务英语》在编写体例上进行了精心的设计,具有一定的创新性。

1. 设立“Service Position 服务岗位”、“Skills and Attainments 服务技能与素养”和“Position Knowledge 岗位知识”教学栏目,培养学生的岗位职业素养。

2. 以 5P 为知识载体,注重对学生酒店英语实用服务技能的提高,包括:用英语进行有效沟通的能力,用英语进行得体服务的应用能力,用英语完成实际操作的能力,用英语处理投诉和解决突发事件的应变能力,用英语进行酒店产品销售的能力,用英语进行个性化服务的能力,用英语解决问题的能力,用英语进行创新服务和创新工作的能力。

3. 教学栏目、教学情景、教学任务和教学实践的设计体现了英语语用能力培养和酒店岗位英语服务能力培养的有机结合,体现了酒店英语服务能力培养特色。

4. 课堂教学教材和岗位实训教材配套,相辅相成。《现代酒店服务英语》和《酒店英语服务实训》是配套教材,其中《酒店英语服务实训》为 2007 年度北京市高等教育精品教材立项项目。

5. 配套光盘涵盖全部“Service Conversation”,便于学生自我学习,自我实践。

本教材由胡扬政担任主编,美国专家 Glenn L. Hyatt 担任主审,刘梅、苑丽娟和胡冰冰担任副主编。本教材共有 14 个服务模块,胡扬政、刘梅、苑丽娟、胡冰冰、刘玥和胡霞参加了编写。美国专家 Glenn L. Hyatt 先生,Mariah J. Xu 女士和 Elena H. Hyatt 女士为本教材 Service Conversation 光盘作英文配音。

由于时间仓促,水平有限,错漏之处在所难免,恳请读者多提宝贵意见,以便再版时补充更正。

编 者

于北京财贸职业学院

Chapter One Front Desk Service

前台服务

Unit One Check-in	
服务技能 1 入住登记	3
Service Conversation 1	
You Are Our Guests	4
Service Conversation 2	
Registering a Group That Has a Reservation	5
Unit Two Complaints and on the Guest's Request	
服务技能 2 处理投诉和回应客人要求	11
Service Conversation 3	
Our Housemaid Will Bring Them to Your Room Soon	11
Service Conversation 4	
We Do Apologize for the Inconvenience	12

Chapter Two Reservation Desk Service

客房预订部服务

Unit Three Room Reservations	
服务技能 3 客房预订	19
Service Conversation 5	
Accepting a Reservation	20
Service Conversation 6	
Recommending Other Hotels	20
Unit Four Revising the Reservation	
服务技能 4 预订变更	26
Service Conversation 7	
Changing a Reservation	26

Service Conversation 8	
Canceling a Reservation for the Guest	27

Chapter Three Concierge Desk Service

礼宾部服务

Unit Five Luggage Service	
服务技能 5 行李服务	35
Service Conversation 9	
Welcome to the Great Wall Hotel	36
Service Conversation 10	
Is it Charged or Free	37
Unit Six Car Reservation Service	
服务技能 6 车辆预订服务	42
Service Conversation 11	
Calling a Taxi at the Hotel Gate	42
Service Conversation 12	
Car Reservation at the Concierge Desk	43

Chapter Four Cash Desk Service

收银台服务

Unit Seven Foreign Currency Exchange	
服务技能 7 外币兑换	52
Service Conversation 13	
Changing US Dollars into Chinese yuan	52
Service Conversation 14	
Changing at the Airport Exchange Office	53
Unit Eight Checkout	
服务技能 8 结账退宿	59
Service Conversation 15	
Checking out in Cash	59
Service Conversation 16	
Checking out by Credit Card	60
Unit Nine Solving Problems with the Bill	
服务技能 9 解决账单问题	66
Service Conversation 17	
Explaining the Bill	66
Service Conversation 18	
Here Is the Money You've Overpaid	67

Chapter Five Telephone Desk Service 总 机 服 务

Unit Ten Telephone Operator

服务技能 10 转接电话	73
Service Conversation 19	
Outgoing Calls	73
Service Conversation 20	
Incoming Calls	74

Unit Eleven Other Services

服务技能 11 其他服务	79
Service Conversation 21	
The Wake-up Call	79
Service Conversation 22	
Leaving the Message	80

Chapter Six Housekeeping Service 客 房 服 务

Unit Twelve Chamber Services

服务技能 12 客房服务	88
Service Conversation 23	
May I do the Room Now	88
Service Conversation 24	
What Time Would You Like Me to Come Back	89

Unit Thirteen Room Service

服务技能 13 客房送餐服务	94
Service Conversation 25	
Your Order will Arrive in 15 Minutes	94
Service Conversation 26	
Here is Your Chinese Breakfast	95

Unit Fourteen Maintenance Service

服务技能 14 维修服务	100
Service Conversation 27	
The Repairman will Come to Your Room Soon	100
Service Conversation 28	
Repairing the Facilities in the Bathroom	101

Chapter Seven Restaurant Service

餐厅服务

Unit Fifteen Table Reservation

服务技能 15 餐厅预订	109
Service Conversation 29	
Reserving a Table on Valentine's Day	109
Service Conversation 30	
Book a Table by the Window	110

Unit Sixteen Greeting the Guests

服务技能 16 餐厅迎客服务	117
Service Conversation 31	
Arranging One Table for the Non-reserved Guest	117
Service Conversation 32	
Arranging One Table for the Reserved Guest	118

Unit Seventeen Taking Orders

服务技能 17 点菜服务	122
Service Conversation 33	
Can You Recommend Some Chinese Food	122
Service Conversation 34	
The Chinese Cuisine is Divided into Eight Styles	123

Unit Eighteen Service during the Meal

服务技能 18 上菜服务与席间服务	129
Service Conversation 35	
Serving the Guest during the Meal	129

Unit Nineteen Setting Accounts

服务技能 19 结账	132
Service Conversation 36	
I Forgot to Bring my Wallet with me	132
Service Conversation 37	
Do You Accept Credit Card	133

Chapter Eight Bar Service

酒吧服务

Unit Twenty General Services

服务技能 20 常规服务	141
Service Conversation 38	
Serving Drinks	141

Unit Twenty-one Dealing with Complaints and a Drunken Guest

服务技能 21 处理投诉和醉酒客人	149
Service Conversation 39	
I am not Happy with the Steak	149
Service Conversation 40	
A Drunken Guest	150

Chapter Nine Business Center Service (I)

商务中心服务(一)

Unit Twenty-two Secretarial Services

服务技能 22 文秘服务	158
Service Conversation 41	
Having the Meeting Material Copied	158
Service Conversation 42	
Typing of the Material	159

Unit Twenty-three Fax Sending and Receiving

服务技能 23 收发传真服务	166
Service Conversation 43	
Receiving a Fax	166
Service Conversation 44	
Sending a Fax	167

Chapter Ten Business Center Service (II)

商务中心服务(二)

Unit Twenty-four Ticket Booking

服务技能 24 票务服务	174
Service Conversation 45	
Booking Train-tickets	174
Service Conversation 46	
Booking Air-tickets	175

Unit Twenty-five Entrusted Services

服务技能 25 委托代办服务	182
Service Conversation 47	
Renting Equipment	182
Service Conversation 48	
Postal Expressing	183

Chapter Eleven Health & Recreation Center Service

康体中心服务

Unit Twenty-six Body Care Services

服务技能 26 康体服务	192
Service Conversation 49	
Serving Basketball	192
Service Conversation 50	
Serving Bowling	194

Unit Twenty-seven Bathing Services

服务技能 27 洗浴服务	201
Service Conversation 51	
Serving Sauna	201
Service Conversation 52	
Serving Swimming	203

Unit Twenty-eight Entertaining Services

服务技能 28 娱乐服务	211
Service Conversation 53	
Serving Ballroom	211
Service Conversation 54	
Serving Net Bar	213

Chapter Twelve Convention & Exhibition Center Service

会展中心服务

Unit Twenty-nine Convention Service

服务技能 29 会议服务	222
Service Conversation 55	
Reserving the Conference on the Phone	223
Service Conversation 56	
Discussing the Service Details	224

Unit Thirty Exhibition Service

服务技能 30 展览服务	231
Service Conversation 57	
Reserving an Exhibition	232
Service Conversation 58	
We're in an Urgent Need of Your Help	233

Chapter Thirteen Shopping Service 商场部服务

Unit Thirty-one	Recommending the Article for the Guest	
服务技能 31	为客人推荐商品	239
	Service Conversation 59	
	Shopping at the Jewelry and Crafts Shop	239
	Service Conversation 60	
	Shopping at the Textile and Knitwear Shop	240
Unit Thirty-two	Displaying the Articles for the Customer to Choose	
服务技能 32	展示商品供客人挑选	247
	Service Conversation 61	
	Shopping at the Chinese Arts and Stationery Shop	247
	Service Conversation 62	
	Shopping at the Chinese Tea Counter	248

Chapter Fourteen Other Services 其他服务

Unit Thirty-three	Lost and Found Service	
服务技能 33	失物招领服务	258
	Service Conversation 63	
	Don't Worry, Sir	258
	Service Conversation 64	
	Claiming My Ring	259
Unit Thirty-four	Depositing Service	
服务技能 34	寄存服务	264
	Service Conversation 65	
	Luggage Depositing	264
	Service Conversation 66	
	Safety-Deposit Box	265
Unit Thirty-five	Tourism Service	
服务技能 35	旅游信息服务	269
	Service Conversation 67	
	Showing the Way	269
	Service Conversation 68	
	Booking a Tour	270
Unit Thirty-six	Babysitting Service	
服务技能 36	托婴服务	275
	Service Conversation 69	

Baby-sitting Service	275
Key to the Exercises	
练习答案	279
参考文献	302

Chapter One Front Desk Service

前台服务

Unit One Check-in

服务技能 1 入住登记

Unit Two Complaints and on the Guest's Request

服务技能 2 处理投诉和回应客人要求

Service Position 服务岗位

The Front Desk / Reception Desk/ Front Office / General Service Counter(中文为前台,总台,总服务台)is not only a very important position of the Front Office Department, but also the hub of activities of the hotel. It is mainly responsible for selling the products and services of the hotel, and dispatching the operation of the hotel. The service effect and the service quality represent the whole level of the management of the hotel. The Front Desk is called as “Nerve Center” or “Open Window” of a hotel.

In most of the hotels, the Front Desk is located near the main entrance.

Skills and Attainments 服务技能与素养

The receptionists of the Front Desk need to complete the following main services in English:

Check-in for the guests or the group with reservations, handling walk-in guests; extending the stay; changing the room; assigning the rooms; leaving a message; meeting the needs of the guests, dealing with the guests' complaints; giving the information that the guests want.

The Front Desk is the answer station for residence halls. If a guest has questions about housing, needs assistance, or does not know the direction to a new location, he will stop by or call and ask the desk clerks. Sometimes, the guests will ask how to get to the hotel. So the staff of the Front Desk ought to know how to get to it by car, by bus or by subway. Besides the courteous and warm-hearted attitude, the receptionists must have the excellent English ability of services. Only in this way, can they answer the guests' inquiries, meet the guests' needs and solve the guests' problems and deal with the guests' complaints.

Key Words and Expressions

the Front Desk	前台
hub (n.)	中心, 中枢
room reservation	客房预订
the FIT reservation	散客预订
hotel product	酒店产品
service quality	服务质量
dispatch (n. & vt.)	调度, 处理
entrance (n.)	入口, 大门(口)
extend/cancel the reservation	延长/取消预订
walk-in guests	没有预订的客人
extending the stay	延宿
be knowledgeable about	知道, 了解
residence (n.)	居住, 居留
check-in(n.)	入住登记
room rate	房价

Unit One

Check-in

服务技能 1 入住登记

Procedure of Service 服务流程

Check-in for the guest

- Greet the guest.
- Ask the guest whether he has a reservation with the hotel.
- Find out the reservation in the computer for confirmation.

For a walk-in guest:

Check the reservation list for the vacancies in the computer, and introduce them to the guest.

- Ask the guest to show his identification.
- Ask the guest to fill in the registration list.
- Ask the guest how to make the payment.
- Form the check-in record.
- Give the key card to the guest.
- Tell the guest that the bellman will show him to the room.
- Extend best wishes to the guest.

Registering the group that has a reservation

- Find the tour leader.
- Self-introduce.
- Confirm the group name and the number of rooms.
- Ask the group leader whether there is any change in the schedule or in the number of the persons.
- Ask the group leader to help his members to complete the registration cards.
- Form the checking-in record.

- Give the key cards and breakfast vouchers to the group leader.
- Tell the group leader about the arrangement such as:
 - The place and the time of the activities.
 - How and where to collect the luggage when they leave.
- Wish them to enjoy their stay.

Service Conversation 1

You Are Our Guests

R: Receptionist

G: Guest

R: Good morning. Welcome to China World Hotel. Is there anything I can do for you?

G: We'd like to check in, please.

R: Do you have a reservation?

G: I'm afraid not.

R: Please wait a moment, sir. Let me check the registration list.

Thanks for waiting so long. We only have a suite available.

G: What's the room rate per night?

R: One hundred and seventy-five US dollars.

G: We'll take it.

R: How long do you intend to stay?

G: Two nights.

R: May I see your passports?

G: Certainly. Here you are.

R: Thank you. Please fill in the registration forms—your nationality, age, occupation, passport number, and your signature.

G: OK. Is that all right?

R: Yes. Thanks. How would you like to make your payment?

G: In cash.

R: Would you please pay 150 US dollars as a deposit?

G: OK. Here you are.

R: Here is the receipt. Please keep it.

G: Thank you.

R: Here are your key cards and your breakfast coupons. Your rooms are on the sixteenth floor.

G: Thank you.

R: My pleasure. You are our guests. Just a minute, please. The bellman will show you to