

旅游饭店英语等级考试参考用书

Hotel English

旅游饭店 职业英语

第3版

旅游饭店职业英语编委会 编

中级



旅游教育出版社

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· 北 京 ·

责任编辑:李红丽

图书在版编目(CIP)数据

旅游饭店职业英语(中级)/旅游饭店职业英语编委会编. —北京:旅游教育出版社,2007.2(2010.6)

旅游饭店英语等级考试参考用书

ISBN 978—7-5637-1323-3

I. 旅… II. 旅… III. 旅游饭店—英语—口语—水平考试—自学参考资料 IV. H319.9

中国版本图书馆 CIP 数据核字(2005)第 112156 号

旅游饭店英语等级考试参考用书

旅游饭店职业英语(中级)

(第3版)

旅游饭店职业英语编委会 编

出版单位	旅游教育出版社
地 址	北京市朝阳区定福庄南里1号
邮 编	100024
发行电话	(010)65778403 65728372 65767462(传真)
本社网址	www.tepcb.com
E-mail	tepdfx@163.com
排版单位	首都经济贸易大学出版社激光照排部
印刷单位	北京京师印务有限公司
经销单位	新华书店
开 本	850×1168 1/32
印 张	10.375
字 数	135千字
版 次	2010年6月第3版
印 次	2010年6月第1次印刷
定 价	27.00元(含光盘)

(图书如有装订差错请与发行部联系)

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修订说明

中国旅游业持续健康的发展对旅游饭店从业人员的英语水平提出了更高的要求。为适应旅游业发展的需要,旅游饭店职业英语编委会近期委托孙琼对“旅游饭店职业英语等级考试大纲”作了修订。同时,旅游饭店职业英语等级考试初级、中级参考教材也进行了第3版修订。目前,“旅游饭店职业英语等级考试”已被纳入了人力资源和社会保障部职业技能鉴定中心的中英职业能力认证测评体系,并将考试划分为基础级、初级、中级和高级四个等级,分别相当于国家职业资格的五级、四级、三级和二级。

按照“旅游饭店职业英语等级考试大纲”已编写完成的旅游饭店职业英语等级考试初级、中级和高级参考教材,充分吸取了以往相关教材的编写经验,紧密结合饭店业从业人员的职业特点,以及不同岗位员工应具备的语言交际能力,每个对话和练习都注意选择饭店工作中最真实、最常用的场景和最实用的资料编写,可操作性强。本套教材的初级、中级和高级均配有由美籍专业人士录制的录音光盘,有助于提高学习者的英语口语交际能力。在北京旅游饭店、旅游院校经过一段时间的使用后受到了好评,对于鼓励饭店员工学英语、说英语起到了很好的推动作用。

本套教材的内容和旅游饭店职业英语等级考试紧密结合,针对性强,既适用于饭店在职员工的英语培训,也适用于旅游院校的饭店专业英语教学,又可作为旅游饭店职业英语等级考试人员的参考教材。

本套教材的初级、中级部分由刘海霞担任主编,王瑾、孙雪莲、姚蕾、孙琼负责初级的具体编写工作,王鲜

云、刘宏、张启伦、韩宁、孙琼负责中级的具体编写工作。另外,史慧洁为初级本提供了部分插图。

本套教材高级部分由张迅和张延共同担任主编。其中张迅负责第1单元至第7单元的编写工作,张延负责第8单元至第14单元及课文译文、练习答案和词汇表的编写,孙琼参与了编写工作。

为了使本套教材更加符合行业培训及教学实际需要,我们对该套教材的初级和中级参考教材进行了第3版修订。初级本主要修订内容如下:替换或增加“Talking to the Guest(情境会话)”的部分内容;修改某些句子及对应中文译文,使其语言更加口语化和体现专业特色;附录中新增“Classified Words from Different Departments(部门分类词汇)”200余条;增加了“Key Words(关键词汇)”的录音。

中级本修订主要侧重于增强教材的专业特色以及调整语言难易度。主要修订内容如下:替换“Supplementary Reading”及练习“Reading Comprehension”中与饭店业务无关及语言专业难度较大的篇章;替换文中某些注释内容,并增加“专业知识”模块;增加了“Word List”中词汇的录音。

本套教材在编写和修订过程中,得到了中国旅游饭店业协会、北京市旅游局、人力资源和社会保障部职业技能鉴定中心的中英考试办公室、旅游教育出版社、浙江工商大学旅游学院及首旅集团、北京中国大饭店、北京凯宾斯基饭店、北京长安戴斯大饭店、北京京伦饭店、北京京瑞温泉国际酒店的帮助,北京市振华旅游学校校长王东也对本教材的编写给予了大力的支持,在此表示真诚的感谢。

旅游饭店职业英语编委会

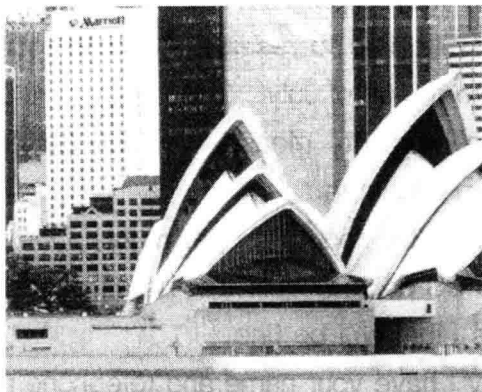
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Unit One Room Reservation 房间预订



Basic Procedures

- ◆ Greet the guest
- ◆ Ask about reservation information
 - Date of arrival and departure
 - Room types
 - Name
 - Address
 - Telephone number
- ◆ Confirm the reservation

Situational Conversations

Conversation 1

FIT Reservation¹

(R: Reservation Clerk; G: Guest)

R: Good morning, Friendship Hotel. Room Reservation. May I help you?

G: Yes, I'd like to reserve a double room² from the 4th to the 6th of July.

R: One moment, please... Yes, Sir, we have a room available.

G: What's the room rate per night?

R: 165 US dollars. Will that be all right?³

G: Yes, that will be fine.

R: May I have your name and telephone number?

G: Sure. My name is Mr. Hibbard. That's H-i-b-b-a-r-d. My telephone number is 0044-0253-720299.

R: Thank you, Mr. Hibbard. You've reserved a double room from the 4th to the 6th of July, and the telephone number is 0044-0253-720299.

G: Yes, that's right. Thank you.

R: It's my pleasure.⁴ We look forward to your arrival.⁵

Conversation 2

Group Reservation⁶

(R: Reservation Clerk; G: Guest)

R: Good afternoon. Yellow Dragon Hotel. Can I help you?

G: Yes, a group of American scholars will be attending a Tourism Symposium next month in Beijing. I want to reserve 5 double rooms for them.

R: For when, Sir?⁷

G: From July 14th to 16th.

R: Just a moment, please. Let me check the reservation list⁸... Yes, we can reserve 5 double rooms for you for those dates.

G: Thank you very much. Is there any discount for group reservation?⁹

R: Yes, we have a special rate for group reservation. We'll give you 10% off.¹⁰

G: That's great! I confirm the reservation then.¹¹ My name is Wang Qiang.

R: All right. Mr. Wang, 5 double rooms from July 14th to 16th.

G: That's right. Thank you.

Conversation 3

Changing a Reservation

(R: Reservation Clerk; G: Guest)

R: Great Wall Hotel. Room Reservation. Can I help you?

G: Yes, this is Anne calling from London. I've gotten into trouble,¹² you know. I reserved a room at your hotel for July 4th, 5th and 6th, but since the trade negotiation has been postponed until July 15th, 16th and 17th, I have to change the dates of the reservation.¹³

R: How did you make the reservation, Miss?

G: By E-mail, a week ago.

R: Your name, please?

G: Anne Butler.

R: Anne Butler. Yes, here we are. A single room, your reservation is guaranteed by your credit card.¹⁴

G: Right. Do you think it's possible for me to do so?¹⁵

R: Let me see. . . Yes, we have a room available.

G: Thank you very much.

R: It's my pleasure. Good-bye.

Word list

1. room reservation 客房预订
2. reservation clerk /rezə'veiʃən klɜ:k/ *n.* 预订员
3. a group of 一群, 一组
4. room rate 房价
5. scholar /'skɒlə/ *n.* 学者
6. tourism /'tuərizəm/ *n.* 旅游
7. symposium /sim'pəuziəm/ *n.* 研讨会
8. discount /'diskaunt/ *n.* 折扣
9. special rate 特价
10. confirm /kən'fɜ:m/ *v.* 确认
11. trade negotiation /treid ni:gəʊʃi'eɪʃən/
贸易谈判
12. postpone /pəʊst'pəʊn/ *v.* 推迟
13. guarantee /ˌɡærən'ti:/
v. 保证, 确保; 为……提供保障

Notes

1. *FIT Reservation*: FIT 是“frequent individual traveler”的缩写, 意思是“散客预订”。
2. *I'd like to reserve a double room...*
我想预订一个双人间……

Types of Guest Room:

Classified by the decoration of the guest room:

- ① standard room ② business room ③ deluxe room

- ④ standard suite ⑤ deluxe suite ⑥ presidential suite

Classified by the bed in the room:

- ① single room ② twin room ③ double room
④ triple room

Classified by the location of the room:

- ① inside room ② outside room ③ corner room
④ connection room ⑤ adjoining room

3. *Will that be all right?*

您觉着(这个价格)可以吗?

4. *It's my pleasure.* 很乐意为您效劳。

5. *We look forward to your arrival.*

我们期盼您的到来。

6. *group reservation*: 团体预订

7. *For when, Sir?* 什么时间,先生?

8. *Let me check the reservation list.*

我查一下预订单。

9. *Is there any discount for group reservation?*

团体预订打折吗?

10. *We'll give you 10% off.* 我们给您打九折。

11. *I confirm the reservation then.*

那我要确认预订。

12. *I've gotten into trouble.* 我遇到麻烦了。

13. *I have to change the dates of the reservation.* 我不得不改变预订的日期。

14. *Your reservation is guaranteed by your credit card.* 您的预订是用信用卡担保的。

15. *Do you think it's possible for me to do so?*

本句话直译应为：“您觉得我能这么做吗？”

在本对话中的意思是：“你看我能更改预订时间吗？”

Useful Expressions

Offering Help

1. Can/May I help you?
2. What can I do for you?
3. How may I help you?

Making a reservation

1. I'd like to reserve a room from... to..., please.
2. Do you have a room free/available from... to...?
3. Could you let us have a double room for..., please?
4. I'm going to reserve a suite from... to..., please.
5. I wonder if you could reserve me a single room with bath.

Finding out What the Guest Needs

1. How long do you intend to stay?
2. For what dates, please?
3. When for, please?
4. Is it just for tonight?
5. What date will that be?
6. How many people are there in your group?
7. Would you prefer a room with a front or a rear

view?

8. Would a double room do?

9. Could I suggest a double room?

Giving Information about Room Rates

1. What sort of price do you want to pay?

2. That includes a telephone, a major international newspaper and a mini-bar.

3. Breakfast isn't included in the room rate.

4. Children under 12 are charged half the price.

5. There is a 15 percent deduction for a group reservation.

Accepting a Reservation

1. We do have one room free for those days.

2. Yes, we have a double room available from... to...

3. We can confirm a room for you from... to...

4. We can reserve a mini-suite for you for those days.

Refusing a Booking

1. Sorry, we're fully booked for those days.

2. Sorry, we won't be able to guarantee you 3 connecting rooms from... to...

3. Sorry, we don't have any vacancy(空房) for...

4. Sorry, we're booked solid. But we can recommend(推荐) another hotel for you if you like.

Advance Information on Payment

1. How are you going to pay?

2. My company will cover all the expenses(费用).
3. You should pay a deposit of 1,000 US dollars in advance(提前).
4. Please keep this receipt for check-in.

Revising a Reservation

1. I've come to revise the reservation.
2. How would you like to change it?
3. You mean you'll cancel(取消) your previous(先前的) reservation?
4. I'd like to upgrade(升级) to a suite if one is available.

Professional Knowledge

cancellation charges: If the guest cancels the reservation 2 days prior to arrival, there will be no charge; if the guest cancels the reservation 1 day prior to arrival, there will be 50% of a day's charge; if there is "no show" on the same day, then 100% of day's rent will be charged.

Supplementary Reading

Hotel reservations are usually confirmed by phone; however, in the case of a reservation abroad, or one that requires complex instructions, it is wise to request written confirmation. Repeat the details of the agreement, so your reader can respond to any misunderstandings that may