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世纪高职高专规划教材★旅游与酒店管理系列

FANDIAN QINGJING YINGYU

饭店情景英语

主编◎唐莉



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前言

本书系高等职业院校饭店服务与管理专业的英语教材，同时可作为酒店一线员工的培训用书和自学指南。全书共分5大部分，27课。每一课内容包含导言、工作流程（第一部分“酒店基础英语”及第五部分中的“康乐中心”没有此内容）、对话、服务提示、词汇表达、练习和知识拓展几大部分，融知识性、趣味性和实用性于一体。

全书按照任务教学法体系进行编写，突出酒店职员的实际操作，围绕酒店工作任务设计组织内容。教材分不同部门和岗位进行职业能力分析，以与外宾进行有效沟通必备的英语听说能力为依据，采用并列的与服务流程相结合的结构来展示教学内容。综合体现为任务引领、结果驱动、突出能力、内容实用、做学一体，使学习者以实际工作任务为中心，实现理论和实践的一体化教学。

本书编写组成员均为有着丰富教学经验的高校旅游专业英语教师或相关领域的资深从业人员。教材体现出较高的专业性和实用性。唐莉担任本教材的主编，黄文为副主编。具体编写分工如下：第一部分“酒店基础英语”由唐莉、黄文编写；第二部分“前厅”由黄文、黄良编写；第三部分“客房部”由罗翔、唐莉编写；第四部分“餐饮部”由毛竹、唐莉编写；第五部分“其他部门”由张炬编写。

本书在编写过程中得到了各界人士的热心指导和帮助，在这里表示衷心的感谢。尤其要感谢四川明宇酒店集团东方花园酒店的副总经理黄良先生为该书的编写提供了宝贵的一线信息和材料。还要感谢来自全国各地的高校教师为本人最后的校稿工作提供了热情的支持和帮助。特别感谢西华大学外国语学院董小莉老师、山东大学威海分校大学外语教学部的刘玉娥老师、湖北大学外国语学院的杨小彬老师以及西华师范大学外国语学院的王志勤老师。

由于编写时间仓促，不足之处在所难免，欢迎各界人士提出宝贵意见。

唐莉

2011年11月

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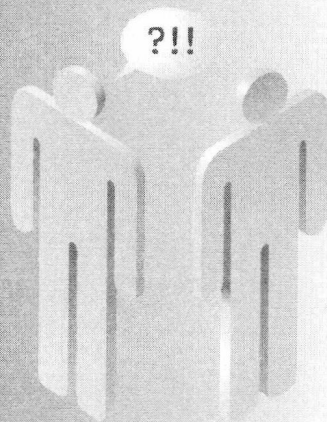
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Part I
Groundwork English
酒店基础英语



Lesson 1 Courtesy 礼貌



Leading-in

Why

Courtesy is the manner we behave towards other people. It's the way everyone likes to be treated.

Means what

To be courteous is to be polite, friendly, understanding, respectful, smiling and helpful. It is the extra effort we put into our job that creates a good impression to our guests.

If not, then

Courtesy is an essential part of all our jobs in the hotel. If there's no courtesy, a guest will feel he is not getting the kind of service that he expects and deserves, therefore he will not return.

How

As greeting is the first contact that we have with the guest, what we say will give the guest his first impression of us, and of the hotel. A friendly voice and message will not cost much, but will achieve excellent results.

The guest will also feel more important if we are able to call him/her by his/her proper name. e. g.

- *Good morning, Mr. Wilson.*
- *Good evening, Miss Smith.*

We may also do this

However it is more likely that we do not know the guest by name, particularly if we have not had any contact with him/her before. In this case, it is perfectly alright to call him/her as follows:

- *Good morning, Sir.*
- *Good morning, Gentlemen.*
- *Good evening, Madam.*





- *Good afternoon, Ladies.*

And go on doing this

Having made this first contact with the guest, it is then courteous to show some interest in him/her and add something pleasant. e. g.

- *Good morning /afternoon/evening.*
- *How are you?*
- *Welcome to our hotel.*
- *Pleased to meet you.*
- *Glad to see you.*
- *Nice to see you again.*

If the guests tell us that they are not feeling well, express some sympathy and concern. e. g.

- *I'm sorry to hear that, Madam.*

And then ask how you may help.

Dialogues

(C: Clerk G: Guest)

C: **Welcome to our hotel.**

G: Thank you.

C: **Welcome back to Holiday Inn.**

G: Thank you.

C: **How are you, Sir?**

G: I'm fine. Thank you, and you?

C: **How do you do?**

G: How do you do? /Nice to meet you.

C: **Nice to see you, Madam.**

G: Thank you. It's nice to be here.

C: **Pleased to meet you.**

G: Happy to meet you too.

C: **May I help you, Sir?**

G: Yes. I'd like to ask about the best food in your hotel.

C: **What can I do for you, Ladies?**

G: Yes, we'd like to know where the nearest shopping centre is.





☆ If the conversation develops, remember a few points:

- Always remain formal towards the guests.
- Always remain courteous towards them.
- Never discuss personal issues.
- Always try to help them as much as you can.



Words & Expressions

courtesy *n.* 礼貌; 谦恭

courteous *adj.* 有礼貌的; 谦恭的

essential *adj.* 本质的; 最重要的

greeting *n.* 问候, 招呼

contact *n. & v.* 接触, 交往; 联系

concern *n. & v.* 关心; 忧虑

behave *v.* 举止; 表现

respectful *adj.* 尊敬人的; 恭敬的

deserve *v.* 应受, 值得

achieve *v.* 达到, 得到; 完成

sympathy *n.* 同情; 慰问



Exercises

1. You will see some cards with guests' names written on them. Practice greeting those guests with proper forms. e. g.

- *Good Morning, Mr. White.*

2. Respond properly to the following situations. Choose what you think right from the list below. Sometimes you may have more than one choice.

- (1) When a guest says "thank you", your answer is _____
- (2) If a guest apologizes, your answer is _____
- (3) If you need to interrupt a guest for some reason, you say _____
- (4) If you don't understand a guest or you don't hear what the guest has said, you say _____
- (5) When a guest asks you for something or asks you to do something, avoid (避免) using just "yes", you'd better answer the guest with _____. It suggests enthusiasm and a willingness to be helpful.
- (6) Remember always to allow a guest to walk through a door or walk into or out of an elevator first by saying _____
- (7) When you show a guest the way to his/her room or to a restaurant, you say _____

A. Please follow me, Madam/Sir.

B. You're welcome.

C. This way please, Madam/Sir.

D. Excuse me, Madam/Sir.



- E. That's all right, Madam/Sir.
- F. I'm sorry to disturb you, Madam/Sir.
- G. Would you please repeat that, Madam/Sir?
- H. I'm sorry.
- I. Certainly, Madam/Sir.
- J. I beg your pardon, Madam/Sir?
- K. After you, Madam/Sir.



Knowledge Expansion

社交礼仪与禁忌 (一)

英国 (U. K.) 英国人崇尚彬彬有礼、举止得当的绅士淑女风度, 尤其重视女士优先原则。他们往往感情不外露, 视夸夸其谈、指手画脚、烦躁发火等为缺乏教养。英国人遵守纪律, 在公共场合有排队的习惯。等候载人电梯, 都在右侧排队。他们重契约, 安排日程要求准确。英国人见面相互握手、道安, 但男女间忌拥抱。英国人比较内向、寡言, 与人交往初期比较矜持。交谈时, 双方距离不喜欢太近。忌讳打听个人私事, 回避北爱尔兰问题、君主制、王室等政治色彩较浓的话题。英国人不喜欢被统称为“English”(英格兰人), 可将他们称为“British”(不列颠人)。

美国 (U. S. A.) 美国人见面与分手时行握手礼。不论男士、女士都应主动向对方伸手(女士先向男士伸手的习俗在美国已过时)。美国人平时穿着随便, 但不可露出衬裤、衬裙。正式社交场合必须按请柬要求着装。商务交往中讲究守时, 但在社交活动中他们经常迟到。盛行女士优先原则。与美国人交谈, 忌过分谦虚和客套(美国人将其视为虚伪); 忌距离太近; 忌打听个人私事; 忌称呼长者加“老”字(为负面价值); 忌说别人“白”、“胖”(美国流行“富瘦黑, 穷白胖”的价值观)。

加拿大 (Canada) 加拿大人的许多习惯与美国相同, 但衣着、待人接物均比较正统, 也比较守时。与他们交谈时, 忌打听个人私事; 忌将加拿大与美国进行比较, 尤忌拿美国的优越方面与加拿大比较; 忌谈魁北克独立运动问题, 忌谈加拿大的英语区和法语区问题; 忌称人“老”、“白”、“胖”(均为负面价值), 年长者被称为“高龄公民”(senior citizen)。在别人家里做客, 忌谈悲伤之事; 不能吹口哨; 不能在楼梯下面走; 忌打碎玻璃制品; 忌把盐弄洒。

澳大利亚 (Australia) 澳大利亚人的平等意识浓厚, 与他们交往时应注意一视同仁, 不要厚此薄彼。乘出租车必须有一人与司机并排坐, 以示尊重。他们讲究约会守时, 崇尚自信、自强。同他们交谈时不宜对其国内事务发表议论, 也不要说“自谦”的客套话; 不可竖大拇指表示赞扬(在当地视为下流动作); 切忌对人眨眼。

法国 (France) 法国人重视女士优先原则, 以“殷勤的法国人”而著称。法国人对穿戴极为讲究。他们的纪律性较差, 约会经常迟到, 但不容忍外国人迟到。法国人厌恶用英语交谈。他们与人交往时很热情, 喜欢高谈阔论, 喜欢轻松友好的交际气氛,



喜欢在咖啡馆聚会。他们讲话直率，好许诺，但少兑现。对法国人不能过分谦虚（视为虚伪）。交谈时，忌打听个人私事。因历史原因，法国人与英国人互有成见，在接待活动中要避免让他们在一起。

德国 (Germany) 德国人纪律严明，讲究守时，讲究工作效率，重诺言，重认真履行契约（合同、日程、计划等）。任何安排发生变动必须事先通知对方，进行协商。德国人特别爱整洁，注重衣着，对旅游地的环保质量也有很高的要求。与德国人交谈，不要打听个人私事，也应注意回避德国统一后的国内政治问题。他们不爱听恭维话。德国人忌讳四人交叉式谈话；忌讳在公共场合窃窃私语。

Lesson 2 Offering Help 提供帮助



Leading-in

Why

When guests arrive in a new country, or even a new hotel, they are often not sure about the services that are available. Some will ask and some will not. Some would rather wait to be offered help.

When & in which way

It is important to be able to see when guests need help. They may look puzzled, or lost. Sometimes they may approach you. In all cases, guests must be made to feel they are welcome.

In what manners

When you deal with the guests, remember to

- look at them.
- smile.
- ensure that you look willing to help.
- sound friendly and make them feel they are welcome.
- show them that you care.



How

When offering help to the customers,

- tell them what is available.
- describe things to them.
- offer alternatives to suit the guest's needs.



Dialogues

Dialogue 1

Giving Suggestions

(C: Clerk G: Guest)

C: Good morning, Mr. and Mrs. Smith. How are you today?

G: Fine, thank you. We are discussing what to do in the afternoon.



C: May I suggest that you go to the swimming pool or play tennis? We've got a nice indoor swimming pool and tennis court.

G: I think we will go for a swim, thank you.

C: Not at all. Is there anything else that you would like to know?

G: No, thank you. You have been very helpful.

C: It's my pleasure.

Dialogue 2

Recommending Service

(C: Clerk G: Guest)

C: Good evening, Mr. White. How was your day?

G: Good, thank you, but I feel rather hungry now.

C: May I recommend somewhere for dinner tonight?

G: Yes, that's good.

C: The Western Restaurant on the second floor serves all kinds of Western food. You can go there and have a try.

G: I shall try it. Thank you very much.

C: You're most welcome and I hope you will enjoy your meal.

Dialogue 3

Recommending Service

(C: Clerk G: Guest)

C: Good morning, Mr. Wilson. May I help you?

G: Yes, please. I would like to know where I can get a quick snack.

C: Certainly. We have a coffee shop providing Western food and a snack bar providing local food. Both are located on the first floor.

G: Thank you. I'll go and have a look.

C: You're welcome, Sir.

Dialogue 4

Introducing Facilities

(C: Clerk G: Guest)

C: Good morning, Sir. May I help you?

G: Yes, I would like to know what facilities there are in the Health Club.

C: Certainly. We have a gymnasium, games room, sauna and a swimming pool.

G: Thank you. I think I shall go there right away.

C: You will find them on the third floor.

G: Thank you again.



C: You're welcome.

Dialogue 5

Showing the Way

(C: Clerk G: Guest)

C: May I help you, Madam?

G: Yes. I'm looking for the ladies'.

C: It is just around the corner, on your left.

G: Thank you.

C: Not at all.



Words & Expressions

available *adj.* 可得到的, 可用的

ensure *v.* 保证, 担保

alternative *n.* 替换物; 选择对象

snack *n.* 小吃; 快餐

be located... 位于; 在……位置

health club 健身俱乐部

games room 棋牌室

approach *v.* 向……走近

customer *n.* 顾客

recommend *v.* 推荐

snack bar 快餐店

facility *n.* 设施; 设备

gymnasium *n.* 健身房

sauna *n.* 桑拿

Useful Expressions

1. May I help you, Sir/Madam?
2. Please let me *help you carry the bag. /show you the way. /open the door.*
3. Would you like me to *help you? /carry that for you? /mail those for you?*
4. May I suggest...?
5. May I recommend...?
6. Is there anything else *I can do for you? /you would like to know?*



Exercises

1. Read the following typical responses according to the specific situations, then work in pairs as Student A and Student B to practice. The teacher may help to set possible situations in the hotel. Student A acts as the guest and Student B responds with the suggested expressions. Students may change roles and partners.

(1) 当你能满足客人的要求时, 要马上行动:

- Certainly, Madam/Sir. I will get it right away. (好的, 女





士/先生，我马上拿给您。)

• Yes, Madam/Sir. I will take care of it at once. (是的，女士/先生，我马上帮您处理。)

(2) 当你对客人的询问不肯定时：

• Sorry, I am not sure. If you can wait a minute, I'll try to find out. (对不起，我不太确定。如果您能等一会儿，我马上去查找。)

(3) 当你不能满足客人的要求时：

• I'm afraid it is against hotel regulations. (恐怕这是违反酒店规定的。)
 • I'm sorry. We are not allowed to do this. (对不起，我们不允许这样做。)
 • I'm sorry. I'm afraid we don't have. ... Would you like to try. ... ? (对不起，恐怕我们没有……，您愿意尝试一下……吗?)

2. When you are offering help, you may come across such typical situations. Practice in pairs and remember the right ways to respond.

(1) Asking for permission (请求许可)。

Examples:

(C: Clerk G: Guest)

C: May I clean your room now?

G: Yes, go ahead.

C: May I turn down your bed?

G: I'd rather you do it later.

☆ Now practice asking permission for the following:

—open the window.

—clear your table.

—take your order.

(2) Answering guests' requests for something (回应客人要求)。

Examples:

(C: Clerk G: Guest)

G: Could I have some toilet paper (卫生纸，手纸)，please?

C: Yes, certainly, Sir.

G: Can I have an extra blanket (毛毯，毯子)?

C: Certainly, Madam.

G: Can I have some more coffee?

C: Certainly, Sir. One moment, please.

☆ Now practice answering guests' requests for the following:

—soap (肥皂).

—clean towels.