



English for Hospitality Service



# 酒店英语

陈慧丽 崔秀红 主编 \ 应丽娜 金凯 副主编



ENGLISH  
for Hospitality Service



清华大学出版社

# 酒店英语

陈慧丽 崔秀红 主编 / 应丽娜 金凯 副主编

贵州师范学院内部使用

清华大学出版社  
北京

## 内 容 简 介

本书根据现代酒店业的快速发展对酒店服务人员提出的新要求,结合高校在实用型人才培养方面的实际需要,以岗位需求和工作情境为导向,再现工作中的实际情境,使相关工作人员或专业学生可以系统地使用本书学习业务知识,并提高用英语完成工作任务的语言素养,掌握相关英语词汇和常用句子,完善表达技巧和沟通方法,具备专业的酒店英语交际技能。本书设计了岗位知识导入,围绕听、说、读、译四个交际技能需求设置教学任务和练习模块,并补充不同岗位的相关词汇和句型知识,供学生自学使用。

本书听力原文可扫描二维码查看。

本书适合酒店管理和旅游服务相关专业教学使用,也可以作为酒店员工的培训教材,或供相关从业人员自学使用。

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

酒店英语/陈慧丽,崔秀红主编.—北京:清华大学出版社,2019

ISBN 978-7-302-53503-4

I. ①酒… II. ①陈… ②崔… III. ①饭店—英语—教材 IV. ①F719.3

中国版本图书馆 CIP 数据核字(2019)第 180106 号

责任编辑:吴梦佳

封面设计:常雪影

责任校对:刘 静

责任印制:刘海龙

出版发行:清华大学出版社

网 址:<http://www.tup.com.cn>,<http://www.wqbook.com>

地 址:北京清华大学学研大厦 A 座

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

课件下载:<http://www.tup.com.cn>,010-83470410

印 装 者:三河市宏图印务有限公司

经 销:全国新华书店

开 本:185mm×260mm

印 张:16.75

字 数:402千字

版 次:2019年10月第1版

印 次:2019年10月第1次印刷

定 价:48.00元

产品编号:072126-01

# 前 言

本书的编写目的是培养旅游管理、酒店管理专业学生及相关行业从业人员的英语交际能力和英语语言知识,可供高等院校旅游管理、酒店管理专业学生作为专业英语教材使用,也可供相关行业从业人员培训使用。

本书在内容上涵盖了大型酒店经营管理中所涉及的预订、接待、礼宾、商务中心、收银、宴会、餐饮、购物等各项服务和情境;涵盖了酒店从业者用英语进行交流的各项内容。本书主要有以下几个方面的练习:听力、对话、相关业务知识的阅读、翻译,以及相关文化拓展知识,并对英语交际中所需的常用词汇、常用句子等语言知识进行补充。练习立足于角色互动、情境交际及专业知识的补充。

本书的特色体现在以下几个方面。

(1) 专业性。本书专门针对高等院校旅游管理、酒店管理专业学生编写,在内容上与高校学生的英语基础知识相衔接。

(2) 行业性。本书紧密联系旅游、酒店业的实际运作情况、规范的服务流程和先进的服务观念,力求体现行业英语的特点。

(3) 实用性。本书以实用易学为原则,注重培养学生的实际应用能力,尤其是听说能力、专业阅读能力和翻译能力。

(4) 全面性。本书选材全面,基本涵盖了大型酒店各部门的服务领域,所提供的词汇知识和句型知识可以给相关学习者提供足够的便利。

本书主编为浙江师范大学陈慧丽(第1~4章)、浙江工业大学崔秀红(第13~16章);副主编为浙江师范大学应丽娜(第9~12章)、金凯(第5~8章)。本书的编者长期从事相关英语教学工作,具有比较丰富的教材编写经验。

由于编者水平有限,书中难免有疏漏和不足之处,希望使用者不吝赐教,批评指正。

编 者

2018年6月30日

# 目 录

Chapter 1	Reservation	1
Chapter 2	Reception	13
Chapter 3	Concierge	26
Chapter 4	Business Center	37
Chapter 5	Chamber Service	47
Chapter 6	Information Desk	62
Chapter 7	Cashier	80
Chapter 8	Switchboard	96
Chapter 9	Banqueting & Conferences	110
Chapter 10	Chinese Food	124
Chapter 11	Western Food	138
Chapter 12	Beverage Service	152
Chapter 13	Room Service	166
Chapter 14	Recreation Center	174
Chapter 15	Shopping	186
Chapter 16	Complaints Handling	197
	Key to the Exercises	212
	参考文献	261

# Chapter 1

## Reservation

### Study Objectives

1. To have a basic knowledge of reservation.
2. To grasp the words and expressions used in reservation.
3. To handle the guests' reservations and offer the information needed.

### Lead in

For most hotels, Reservation is a department separated from the Front Desk. The reservationists are responsible for receiving and processing reservations for accommodation. It may be the first contact that the hotel could make with the guests which will leave an important impression on the customers. Think carefully and try to answer the following questions.

1. What are the reservationists responsible for?
2. How many ways are there for us to book a room in a hotel and what are they?

### Part 1 Listening

**Task 1 Dialogues.** Listen to the dialogues and fill in the blanks with what you hear.

#### Dialogue 1

A: The Seashore Hotel. Reservations. What can I do for you?

B: \_\_\_\_\_.

#### Dialogue 2

A: Good afternoon. Reservations. May I help you?

B: \_\_\_\_\_.

#### Dialogue 3

A: Good morning. Reservations. Can I help you?

B: \_\_\_\_\_.



**Dialogue 4**

A: Is there a special rate for a group reservation?

B: \_\_\_\_\_.

**Dialogue 5**

A: How and in whose name has the reservation been made?

B: \_\_\_\_\_.

**Task 2 Conversations.**

**Conversation 1** Mr. Charles Green is calling City Holiday Hotel to reserve a room. Listen and fill in the blanks with the words or phrases provided in the box.

reservations	settled	single room	confirm	expect
what time	front view	look forward to	how long	per night

(Reservationist-R Guest-G)

R: City Holiday Hotel. Room \_\_\_\_\_, Good morning.

G: I'd like to reserve a \_\_\_\_\_ for Tuesday next week.

R: That's fine, sir. A single room for Tuesday, July 8th, with a \_\_\_\_\_ or rear view?

G: What's the price difference?

R: A single room with a front view is 480 yuan \_\_\_\_\_, one with a rear view is 420RMB per night.

G: I think I'll take the one with a front view then.

R: \_\_\_\_\_ will you be staying?

G: I'll be leaving on Friday morning.

R: That will be three nights, sir. And your name please?

G: It's Charles Green. C-h-a-r-l-e-s, Charles, G-r-e-e-n, Green.

R: Thank you very much. \_\_\_\_\_ do you \_\_\_\_\_ to arrive, sir?

G: Oh, around 5 p. m. I suppose.

R: I'd like to \_\_\_\_\_ your reservation. A single room with a front view at 480 yuan per night for three nights from Tuesday, July 8th to Friday, July 11th. We \_\_\_\_\_ seeing you next Tuesday.

G: Good. That has been \_\_\_\_\_ then. Goodbye.

R: Goodbye.

**Conversation 2** Jane Wood is a tour guide. She is calling to make a reservation for her tour group. Listen to the conversation and fill in the blanks with the information you hear.

480 yuan per night per room, with breakfast



Sorry to have kept you waiting, madam  
 What kind of rooms would you like  
 How much is the room rate, then  
 May I know how many people there will be in the party  
 May I book the rooms under your name

(Reservationist-R Guest-G)

R: Good morning. Room Reservations. How can I help you?

G: I am calling from the International Youth Travel Agency. I'd like to know if you have any rooms available for the nights from December 2nd to 6th.

R: \_\_\_\_\_?

G: 28.

R: \_\_\_\_\_?

G: Twin-bed rooms with bath.

R: Just a moment, please. Let me check... \_\_\_\_\_.  
 I can book 14 TWBs for you for those days.

G: \_\_\_\_\_.

R: \_\_\_\_\_.

G: That's good.

R: \_\_\_\_\_.

G: Yes. My name is Jane Wood, J-a-n-e, Jane, W-o-o-d, Wood.

**Conversation 3** A guest is calling the hotel to cancel a reservation. Listen to the conversation and fill in the blanks with the information you hear.

(Reservationist-R Guest-G)

R: \_\_\_\_\_ . May I help you?

G: Yes. \_\_\_\_\_ , because the travel schedule has been changed.

R: That's OK. Could you tell me \_\_\_\_\_ ?

G: Tom Black.

R: \_\_\_\_\_ ?

G: T-o-m Tom and B-l-a-c-k Black.

R: \_\_\_\_\_ ?

G: From April 5th to 8th for three nights.

R: Excuse me. Is the reservation for yourself or for someone else?

G: It's for my boss.

R: Well, \_\_\_\_\_ ?

G: Yes, it's Charles Green, and my cell phone number is 13934567890.

R: Thank you, Mr. Green. \_\_\_\_\_ , and his deposit will be refunded back to his account in a week. \_\_\_\_\_ .



G: Thank you.

R: It's my pleasure. Goodbye.

## Part 2 Speaking

**Task 1 Work in pairs.** Read and complete the following dialogue by translating the Chinese sentences in the parentheses into English.

(Reservationist-R Guest-G)

R: Good morning. City Holiday Hotel. Reservations.

G: Good morning. \_\_\_\_\_ (我想预订一间下周二的房间). That's the 11th of March.

R: Certainly, sir. \_\_\_\_\_ (您需要预订几晚的房间)?

G: Three nights. \_\_\_\_\_ (我是替一个客户预订房间) who is arriving in Hangzhou on Tuesday.

R: I see. \_\_\_\_\_ (您的客户需要什么类型的房间)?

G: \_\_\_\_\_ (双人对床房).

R: Is that a superior twin or a deluxe twin?

G: \_\_\_\_\_ (这两种的价格有什么区别)?

R: The superior twin is 280 yuan per night and the deluxe twin is 360 yuan per night. \_\_\_\_\_ (两种都包括自助早餐).

G: I think I'll take the deluxe twin, please.

R: \_\_\_\_\_ (可以告诉我您的名字吗)?

G: Sure. My name's Black, Tom Black.

R: \_\_\_\_\_ (请您拼一下好吗)?

G: B-l-a-c-k, Black.

R: And may I have the name of the guest, please?

G: Mm. It's Elizabeth Williams. That's W-i-l-l-i-a-m-s, Williams.

R: Thank you, sir. \_\_\_\_\_ (可以告诉我您的电话号码吗)?

G: Sure. It's 88772399.

### Vocabulary

reserve	<i>vt.</i> 储备;保留;预约;预订
book	<i>vt. &amp; vi.</i> 预订 <i>vt.</i> 登记;(向旅馆、饭店、戏院等)预约
behalf	<i>n.</i> 利益;维护;代表;方面
client	<i>n.</i> 顾客;当事人
twin	<i>n.</i> 双胞胎之一;双人床
superior	<i>adj.</i> (级别、地位)较高的;上等的 <i>n.</i> 上级;优胜者

### Notes

1. on behalf of 代表……

2. ... who is arriving in Hangzhou on Tuesday. 他将在周二到杭州。be arriving 在此处表示将来时, 类似的用法还包括 be coming/going/leaving 等。
3. May I have your name, please? 此句型在询问客人名字时更为委婉礼貌, 而 What's your name? 这样的句型显得突兀且不礼貌, 应尽量避免使用。

**Task 2 Work in pairs.** Discuss and complete the conversation between a guest and a reservationist by filling in the blanks with appropriate sentences given below.

- A. Could you tell me your name and telephone number, please
- B. You can cancel up to five days in advance and we will refund your deposit
- C. I will check the computer for room availability
- D. And what is your address, please
- E. What's the rate, please
- F. I'd like a room with a lake view if that is possible

(Reservationist-R Guest-G)

R: Room Reservations. May I help you?

G: Yes. Do you have a double room available from April 21st to 26th?

R: Just a moment, please. \_\_\_\_\_ 1 \_\_\_\_\_. Sorry to have kept you waiting. Since it's the peak season now, all our double rooms are booked up on April 21st. Would you mind having a junior suite instead? And from April 22nd on, we do have a double room available for you.

G: \_\_\_\_\_ 2 \_\_\_\_\_?

R: For junior suite, the current rate is 650 yuan per night including breakfast, and for double room, it's 480 yuan.

G: That sounds reasonable. I'll take it.

R: Very good. \_\_\_\_\_ 3 \_\_\_\_\_?

G: Yes, it is Alice Green. (315) 8673-3589.

R: Thank you, Ms. Green. \_\_\_\_\_ 4 \_\_\_\_\_?

G: It is 168, 5th Avenue, New York City, the USA.

R: Yes, so it is 168, 5th Avenue, New York City, the USA.

G: That's right. By the way, \_\_\_\_\_ 5 \_\_\_\_\_.

R: A lake view room is preferred, OK.

G: Can I pay when I arrive?

R: Yes. We can keep the room for you until 6:00 p. m. on April 21st. If you want to hold the room, we require a 500 yuan credit card deposit. \_\_\_\_\_ 6 \_\_\_\_\_.

G: All right.

**Task 3 Role-play.** Work in pairs and make up a dialogue respectively according to the situations provided.

**Situation 1** Michael Ford calls the Reservation Department. He wants to reserve a double room. You may use the following expressions for reference.

—Reservationist

Room Reservations. How can I help you?

For which dates?

How many guests will there be?

What kind of room would you like?

Wait a moment, please. Let me check.

Sorry to have kept you waiting.

Could I know if you have any special requests?

—Guest

Want to reserve a double room.

Tell the reservationist that you need the room from March 3rd to 5th and there will be 2 guests.

Prefer to have a room with a street view Express thanks.

**Situation 2** Mr. Smith comes to the hotel to revise his reservation. Please role-play the situation with the help of the useful expressions provided below.

Reservationist	Guest
How would you like to change it?	My name is... I made a reservation...
So that's a family suite for... nights from... to...	Now I'd like to modify it.
Could you pay 200 yuan more to guarantee your revised reservation?	I'd like to change... into... and extend my reservation for two more nights till...

## Part 3 Reading

### Reservation

Since a **majority** of hotel guests **make reservations** in advance of their stay, the **Reservation Department** usually becomes their first contact with the hotel. To **achieve** its **objectives** of **profitability efficiency**, and guest satisfaction, the hotel must have effective **procedures** and systems **in place** to handle guest reservations.

**On average**, as to room reservation, there are five steps involved in the booking **process**. First, requests for reservations are received at the hotel through different **means**—by telephone, **fax**, letter, and telegram—or made by the guest **in person**, which belongs to Reservation Department. Hotels generally accept two types of reservations: **non-guaranteed** and guaranteed. Non-guaranteed reservations are held by the hotel until a certain cut-off

hour which is set by hotel policy. Rooms reserved in this manner are returned to the room inventory after the cut-off hour has passed and can be sold to **walk-in guest**. A guaranteed reservation assures guests that a room will be held until the check-out time on the day following the date of arrival. This type of reservation also guarantees that the hotel will receive payment if the guest does not arrive and does not properly cancel the reservation.

Second, when a **reservationist** receives a reservation **request**, he may first check the hotel's booking situation, **forecast** occupancy levels and room **revenue**, see if the hotel has any **vacancy** during the specified period and finally maintain **availability** to ensure that no **over-booking** occurs.

Third, throughout the reservation process, information gathered about the guest and his stay should be recorded if a room is available. This reservation record must contain such information like guest name, address, telephone number, arrival date and time, and length of stay, type and number of rooms, number in the party, rate **quoted**, guarantee method, method of payment, guests' special requests and the purposes of their visits. Once the information is gathered and recorded, the Reservation Department will **issue** a reservation confirmation to the guest. This can be done by issuing a confirmation number over the telephone or by sending a letter of confirmation. Both methods verify the information on the reservation record and the guest's needs.

Fourth, the reservationist maintains the reservation record by making any changes or cancellations as needed. **In the event of** cancellation of travel arrangements due to any reasons, cancellation of the room reservation must be made to the hotel **in the first instance** by telephone and then in writing. **Deposits** may be returned **at the discretion of** the management, but **refund** would be restricted to a limited amount. **Cancellation charges** will be effective from the time or date the hotel receives the guests' **notification** in writing.

Finally, the reservationist produces **management reports** that **summarize** daily reservations activities. These management reports can also provide the other departments with a forecast of expected occupancy. The forecast is **extremely** important, since it provides the **Housekeeping, Food and Beverage**, and other departments with **continuous** information on anticipated occupancies, thus permitting the heads of these departments to plan their staff requirements and control their payroll casts.

### Vocabulary

majority	<i>n.</i> 多数
achieve	<i>vt.</i> 取得; 获得; 实现; 成功
objective	<i>adj.</i> 客观的; 实体的; 目标的 <i>n.</i> 目标
profitability	<i>n.</i> 赢利能力; 收益
efficiency	<i>n.</i> 效率
procedure	<i>n.</i> 程序; 手续; 步骤
process	<i>n.</i> 过程; 工序; 做事方法; 工艺流程
means	<i>n.</i> 方法; 手段

fax	<i>n.</i> 传真
non-guaranteed	<i>adj.</i> 没有保证的;没有人担保的
reservationist	<i>n.</i> 预订处工作人员
request	<i>n.</i> 要求;需要
forecast	<i>vt.</i> 预报;预测 <i>n.</i> 预报;预言
revenue	<i>n.</i> (国家的)税收;(土地、财产等的)收益
vacancy	<i>n.</i> 空缺;空虚;空白;空位
availability	<i>n.</i> 有效;有益;可利用性
over-booking	<i>n.</i> 超额预订
quote	<i>vt.</i> 报价;引述 <i>vi.</i> 引用;引述 <i>n.</i> 引用;报价
issue	<i>n.</i> 问题;发行物 <i>vt.</i> 发行;流出
deposit	<i>n.</i> 储蓄;存款;保证金
refund	<i>n.</i> 退款;偿还数额 <i>vt.</i> 退还;偿还
notification	<i>n.</i> 通知;通知单;布告;公布
summarize	<i>vt.</i> 总结;概述
extremely	<i>adv.</i> 极端地;非常;很
continuous	<i>adj.</i> 连续的;延伸的

### Phrases and Expressions

make reservations	预订
in place	适当的;相称的;在合适的位置
on average	总的来说
as to	关于
in person	亲自;本人
walk-in guest	非预约住客
in the event of	如果……发生;万一
in the first instance	在第一步;首先
at the discretion of	由……斟酌决定
cancellation charges	注销手续费
management report	管理报告

### Proper Names

Reservation Department	预订部
Housekeeping Department	客房部
Food and Beverage Department	餐饮部

**Task 1 True or false statements.** Decide whether the following statements are True (T) or False (F) according to the text.

1. The Reservation Department usually becomes guests' first contact with the hotel. ( )
2. Hotels only accept guaranteed reservation. ( )

3. Rooms with guaranteed reservations are returned to the room inventory after the cut-off hour has passed and can be sold to walk-in guest. ( )
4. When a reservationist receives a reservation request, he may first check the hotel's booking situation. ( )
5. Deposits may be returned at the discretion of the reservationist. ( )
6. Reservationists produce management reports that summarize daily reservation activities. ( )

**Task 2 Questions.** Read the text again and answer the following questions.

1. Why does the Reservation Department usually become hotel guests' first contact with the hotel?
2. As a rule, how many steps are involved in the booking process to make room reservation?
3. What is the first step involved in the booking process?
4. What are the two types of reservations the hotels usually accept?
5. When will cancellation charges be effective?

**Task 3 Blank filling.** Fill in the blanks with the words given. Change the form when necessary.

confirm	in person	in the event of	at the discretion of	on average
achieve	procedure	vacancy	instantaneous	additionally

1. The vicar was given power to distribute money \_\_\_\_\_.
2. I had seen her before on TV, but she looked very different when I met her \_\_\_\_\_.
3. You can't just do it however you like—you must follow \_\_\_\_\_.
4. Death is \_\_\_\_\_ in a fatal accident.
5. \_\_\_\_\_ rain, the party will be held indoors.
6. We wanted to book a hotel room in July but there were no \_\_\_\_\_.
7. \_\_\_\_\_, we request a deposit of \$200 in advance.
8. Though highly respected for her writing, she never \_\_\_\_\_ much commercial success.
9. The news \_\_\_\_\_ my resolution.
10. During exercise, you should drink \_\_\_\_\_ a half a cup every 15 minutes.

## Part 4 Translation

**Task 1** Translate the following passage into Chinese.

Couplets (*duilian*) are a literary form native to China and a combined product of Chinese national culture and Chinese folk culture. Unique to the Chinese characters both in form and sense, they cannot be closely reproduced by any other phonetic letters. Each cou-

plet consisting of two lines, they usually do not contain many Chinese characters, but cover varied subjects, such as politics, economy, military affairs, history, religion, personages, mountain and water, and scenic and historic attractions. Dating from the Tang Dynasty (618—907), they are a component part of China's cultural treasure-house. Lots of well-known couplets are excellent literary works.

## Task 2 Translate the following passage into English.

房内最中间摆放着一个古式屏风,四周陈列着文房四宝(笔、墨、纸、砚)及老式家具,左边则是一间茶室,果真是读书或喝茶赏景的好去处。您一定会喜欢。

## Part 5 Cultural Norms

### 常用词汇

#### 房间类型

single	单人房	suite	套房
double	双人房	twin	双人对床房
standard single	标准单人房	standard double	标准双人房
standard twin	标准双人对床房	superior single	高档单人房
superior double	高档双人房	superior twin	高档双人对床房
deluxe single	豪华单人房	deluxe double	豪华双人房
deluxe twin	豪华双人对床房	sea-view room	海景房
family suite	家庭套房	single bed	单人床
double-size bed	双人床	queen-size bed	大号双人床
king-size bed	特大号双人床		

#### 酒店星级

one-star (economy) hotel	一星宾馆
two-star (some comfort) hotel	二星宾馆
three-star (average) hotel	三星宾馆
four-star (high comfort) hotel	四星宾馆
five-star (deluxe) hotel	五星宾馆

#### 接待有保证的预订

接待有保证的预订(Receiving a Guaranteed Reservation)是通过以下方式完成的。

1. 预收款(Prepayment)保证预订:客人提前支付足额房费。
2. 信用卡(Credit Card)保证预订:记下客人的信用卡号码,如果客人没有按预订要求来酒店使用客房,酒店可以向持卡人收取费用。这是一种最常见的预订方式。
3. 押金(Advanced Deposit)保证预订:客人提前支付一天的房费。
4. 合同/协议(Contract or Agreement)保证预订:酒店与公司有协议在先,无论公司预订的客房是否被使用,房费由公司承担。

## 常用句子

### 接待预订或接听预订电话

1. Good morning. Reservation's Jane speaking. Can I help you? 早上好。我是订房部的 Jane。有什么可以帮到您的吗?
2. Good afternoon. Welcome to City Holiday Hotel! May I help you? 下午好。欢迎光临城市假日酒店! 有什么可以帮到您的吗?
3. I'd like to book a single room for Wednesday next week. 我想要订一间单人房, 下周三入住。
4. I'd like to book a double room for my friend. 我想为朋友预订一间双人房。

### 从客户处获取信息

1. How long will you plan to stay? 您打算住多久?
2. How long will you be staying? 您打算住多久?
3. May I know who I'm talking with? (Making a phone) 请问您是哪位?
4. What type of room do you require? 请问您要哪种房型?
5. How many rooms will you require? 请问您要订多少间房?
6. May I have your name/telephone number, please? 请问您的名字/电话号码?
7. May I have the way to contact you? 如何与您联系呢?

### 提供和获知房价

1. How much does a double room cost? 一间双人房要多少钱?
2. How much a day do you charge? 每天收费多少钱?
3. Can I get a discount? 有优惠/折扣吗?
4. 380 yuan per night, with breakfast. 每天 380 元, 含早餐。
5. We can do a standard/deluxe double room for 350 yuan per night. 我们有标准/豪华双人房, 每天每间 350 元。
6. We charge 600 yuan for a deluxe twin per night. 豪华双人对床房, 每间每天 600 元。
7. The price/rate for a minimum of 5 rooms is 20 percent off. 如果起订 5 间房, 房价可以享受 20% 的优惠。
8. I'm sorry, there is no discount. 对不起, 我们没有折扣。
9. There's a reduction for children. 儿童有优惠。
10. We have already cut the price very fine. 我们已经将价格降至最低限度了。

### 确认和登记

1. May I see your passport, please? 我可以看看您的护照吗?
2. Have you got any identification? 您有身份证吗?
3. Would you please complete this registration form? 请您填写这张登记表好吗?
4. I'm afraid our hotel is fully booked on that date. 对不起, 我们酒店那一天的客房全部订满了。
5. Your room is confirmed for that day. We look forward to serving you. 您要的那一日房间已经确认了。我们期待为您服务。

## 房已订满

1. I'm sorry, but we're booked up. 很抱歉,我们没有空房。
2. I'm sorry, but we have no vacancies at the moment. 对不起,我们现在没有空房。
3. I'm sorry, but all rooms are taken. 很抱歉,所有的客房都已经订满了。

## Part 6 Supplementary Reading

## The Front Office

“Front Office” is a term used in hotels to cover various sections which deal with reservations, room allocations, receptions, billing and payments. Front Office is only one of the departments within a hotel.

The first contact most would-be guests have is with the telephone switchboard, which is a part of Front Office. The telephonist puts the guest through to someone in reservation department, who takes his booking and deals with any subsequent correspondence, such as confirmations, amendments and cancellations.

When a guest arrives, he may be assisted by a uniformed porter. He will have to go to the reception desk to register and obtain his room key. During his stay, he may well have an occasion to go back to reception several times, sometimes for information or to pick up a message, sometimes for help with the tickets for further travel. He will probably have to call there at the end of his stay in order to hand in his room key and deal with his bill.

All these contacts are the job of “Front Office”, an American term used in place of an old word “reception”. Strictly speaking, it only covers those staff who come to direct, face-to-face contacts with the guests, the other associated sections being known as “Back Office”. However, the term “Front Office” is generally used to describe the whole range of “Front House” sections, namely:

- uniformed staff;
- reservations;
- reception;
- enquiries;
- switchboard;
- bill office;
- cashier;
- guest relations.