

Practical English For  
Hotel Management And  
Services

# 实用涉外 饭店英语

宋兰臣 主编



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河北科学技术出版社

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## 前 言

具有五千余年文明历史的中华大地,正在以改革开放带来的崭新面貌,吸引着成千上万的海外游客。为适应这一需求,全国现已建有近 3800 家涉外饭店。饭店是一个包罗万象的小型社会,它反映着国家的水平和面貌。我国旅游业属于新兴产业,管理经验、服务水平有待进一步的提高。加强就业人员的培训势在必行。

目前,在世界旅游业中,英语是使用最广泛的语言。我国许多涉外饭店已把它作为招工、晋升的重要考核条件和对在职员工进行培训的主要课程。为满足广大涉外饭店员工和有志从事饭店业的青年进一步深造的需要,我们编写了这本《实用饭店服务英语》,与《实用旅游服务英语》配套,一并奉献给广大读者。

全书共计 24 课,每课均由课文、会话、生词、专业术语和习惯用语、注释及练习等部分组成;内容比较广泛,涉及到饭店的餐饮管理、组织机构、客房、餐厅、工程与维修、保安、销售、前台、财务等部门的职责与服务要求等。为便于读者自学,书后还附有参考译文及练习答案。读者利用该书,不仅能学到饭店专业英语,还能概括了解有关专业知识。该书可供在职管理、服务人员深造及高中毕业的青年、中等专业学校学生自学,也可作为大专学校的教材或辅助教材。

该书在编写过程中,天津财经学院李淑舫副教授从设计到编写、定稿做了大量工作,中国旅游管理干部学院范路亮先生协助翻译了大部分课文,广州经济管理干部学院宋婕女士,河北经贸大学张建辉、任维平女士和西南师大外语学院宋颖小姐也做了若干文

章、会话的翻译及打字工作。对以上参与编写工作的各位女士、先生以及给予大力支持和热情帮助的梁智、杨爱民副教授,中旅院图书馆李晨曦小姐等有关人员,在此表示衷心感谢。

由于水平所限,书中若有疏漏乃至错误之处,恳请各位专家、同行和广大读者批评、指正。

编者

1996年10月

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## Lesson One

### Text                      Travel and Hotels

A hotel is a temporary home for people who are traveling. In a hotel, the traveler can rest and has access to food and drink, either on the premises or nearby. The hotel may also offer facilities for recreation, such as a swimming pool, a golf course or a beach. In many cases, the hotel also provides free space for the traveler's means of transportation. In this day and age, that of course means automobile. All of these services are designed to accommodate the traveler, so the hotel business is often referred to as the accommodations industry.

Travel and hotel have always been closely related. Along the trade routes of Asia, for example, caravansaries were built a day's march apart. Both the people and animals in the caravans could rest and refresh themselves at each one before continuing on long journeys, which often lasted for months or years rather than mere days or weeks. In Europe and America, inns and taverns were spaced along the roads at the distance a horse could travel in a day. The inns were primitive by modern standard. The travelers usually had to share his bed with at least one other person, and as many as four other persons in some remote areas. The old — fashioned inns, however, did provide food and shelter for both men and horses and therefore became a symbol for hos-

pitality. Indeed, the word "inn" has been used recently by many modern hotels and motels. They have attempted to suggest the image of people warming themselves in front of a cheerful fire while waiting to be called to a table spread with an abundance of food.

Modern mass transportations, that is, the movement of large numbers of people at relatively low prices, begin with the development of the railroads in the 19th century. Up to that time accommodations had been provided by country inns or by family — owned and — operated hotels in the cities. As the railroads carried large numbers of people further and more rapidly, large hotels were constructed near the train stations. The cluster of hotels around Grand Central Terminal in New York is a good surviving example of the stage in the development of the hotel industry.

The automobile and the airplane expanded the potential of mass transportation. Each of these means of transportation has resulted in the growth of corresponding accommodations facilities. In the case of the automobile, motels that serve people traveling by car have sprung up along highways all over the world. The size of this market can be judged from the fact that 85 percent of the trips taken in the United States are by car.

The word "motel" was created by combining motor and hotel. The term motor hotel is also used frequently to designate the same kind of accommodations facility. When automobiles were first used, flimsy and inexpensive tourist cabins were built beside the highways. Then as people demanded greater comfort, the cabins were replaced by tourist courts and then by the modern

motel, offering services comparable to the more traditional hotels. Motels or motor hotels providing parking facilities for cars were also constructed in many large cities, where they now compete with the older commercial hotels.

The airplane extended the distances that people could travel in a short period. For the accommodations industry, the most direct result of the increase in tourism that was attributable to the airplane was a boom in the construction of resort hotels. A resort is a place to which people travel for recreation. It may offer mountain scenery, the combination of sun and sea, or features that are entirely man-made, like Disneyland in California. Resort hotels did not, however, originate with the airplane. Many communities in Florida, for example, became resorts as the railroad line was extended southward along the East Coast, first to St. Augustine, then to Daytona Beach, and finally on to Palm Beach and Miami at the end of the nineteenth century and at the beginning of the twentieth. The airplane made many more places available for development as resorts, including places that were quite isolated. The entire Caribbean area, for instance, became accessible to American and Canadian tourists, and the shores of the Mediterranean Sea have been overrun by vacationers from northern Europe. A few years ago, Torremolinos was a tiny fishing village not too far from Malaga on the southern coast of Spain. It now has a wall of high-rise motels along its beach that make it one of the largest resort towns in Europe.

## Dialogue      The Development of Hotels

**A:** In the early days, there were no hotels for travelers to stay overnight. They had to stay with families in private homes. Is that so?

**B:** It's quite true. It was not until the mid-17th century that inns emerged. These inns usually consisted of two small rooms, one used for eating and drinking, and the other reserved for the landlord and his family.

**A:** Then where did the travelers sleep?

**B:** They would sleep on the floor. But as travel became more popular, inns were expanded and offered sleeping quarters for overnight guests while taverns provided food and drink.

**A:** What a hard time the travelers had! Well, when did the first hotel appear in history?

**B:** As I have learned, it was not until 1794 that the first hotel was constructed in America. The opening of this City Hotel in New York City promoted the construction of hotels in other cities, none of which were luxurious by today's standards. In fact, both eating and lodging facilities in these hotels were rather communal by nature.

**A:** Were there any modern hotels in the 18th century?

**B:** No. The first modern, first-class hotel was supposed to be the Tremont Hotel, built in Boston in 1829.

**A:** What was the size?

**B:** It had 170 rooms and a dining room with a seating capacity of 200 people. It should be pointed out that by the end of the 19th century there were primarily two types of hotels—large

and luxurious and small and stark hotels. They were primarily built near the roadside. But business travelers found the luxury hotels too expensive and the smaller hotels inadequate for their needs.

**A:** What should they do then? Were there any other hotels to be built to meet their needs?

**B:** Yes. In 1908 E. Statler opened the first commercial hotel in Buffalo, New York. It offered new and innovative conveniences including locks on each door, a telephone and radio, a private bathroom, and a free, morning newspaper for each room.

**A:** It was really convenient for business people, but I don't think it could meet the needs of auto travelers.

**B:** And so after World War II, as automobile traffic increased, motels sprang up. People who traveled by car saw a lot of advantages in using motels.

**A:** By the way, was there any difference between motels and motor hotels?

**B:** The motel, at its early days, was made up of separate rooms or small houses, each with space for a car. It was simple, with an informal atmosphere while the motor hotel was a new kind of motel property that combined the advantage of a hotel's broad range of services with a motel's convenience to the auto traveler. Today both offer more services and even have various fine facilities, and some have developed into resort hotels.

**A:** Do you know who built the first motor hotel?

**B:** Sorry, I don't know, but one of the first motor hotels called

the Holiday Inn was built by K Wilson in 1952.

**A:** By inference the airport hotel emerged in the 1950s and 1960s.

Is that right?

**B:** Right. It's obvious that the development of mass transportation and the growth of economy has made it possible for people to travel for pleasure and business.

**A:** And it has brought about the growth of the lodging industry. Different modern hotels can be seen when we are traveling around.

**B:** Yes, and the more travelers a country attracts, the more hotels there will be.

## New words

|  |             |
|--|-------------|
| access /'ækses/ <i>n.</i>                    | 享用权;使用途径;通道 |
| temporary /'tempərəri/ <i>a.</i>             | 暂时的;临时的     |
| premises /'premisiz/ <i>n.</i>               | 房屋(包括周围的场地) |
| facility /fə'siliti/ <i>n.</i>               | 设备;设施       |
| recreation /,rekri'eifən/ <i>n.</i>          | 消遣;娱乐       |
| transportation /,træns'pɔ:'teifən/ <i>n.</i> | 运输;运送       |
| automobile /'ɔ:təməbi:l/ <i>n.</i>           | 汽车          |
| design /di'zain/ <i>v.</i>                   | 设计          |
| accommodation /,ækəmə'deifən/ <i>n.</i>      | 住宿          |
| caravansary /,kærə'vænsəri/ <i>n.</i>        | 客店;旅店;旅馆    |
| caravan /'kærəvæn/ <i>n.</i>                 | 汽车拖的活动住屋    |
| refresh /ri'frefʃ/ <i>v.</i>                 | (使)恢复精神     |
| continue /kən'tinju:/ <i>v.</i>              | (使)继续       |
| tavern /'tævən/ <i>n.</i>                    | (旧)客栈;小酒店   |
| space /speis/ <i>v.</i>                      | (给……)留间隔    |

|                             |            |                  |
|-----------------------------|------------|------------------|
| primitive /'prɪmɪtɪv/       | <i>a.</i>  | 原始的;简单的          |
| remote /ri'məʊt/            | <i>a.</i>  | 偏僻的              |
| shelter /'ʃeltə/            | <i>n.</i>  | (避风险、危险等的)掩蔽场所   |
| hospitality /,hɒspi'tæli/   | <i>n.</i>  | (给予客人的)食宿        |
| motel /məʊ'tel/             | <i>n.</i>  | (附有停车场设施的)汽车游客旅馆 |
| cheerful /'tʃiəfəl/         | <i>a.</i>  | 愉快的,高兴的          |
| spread /spred/              | <i>v.</i>  | 摆好(桌子)准备开饭;铺开    |
| abundance /ə'bʌndəns/       | <i>n.</i>  | 大量;许多;富足         |
| construct /kɒns'trʌkt/      | <i>vt.</i> | 建造;建立            |
| cluster /'klʌstə/           | <i>n.</i>  | 一群;一组            |
| expand /ɪk'spænd/           | <i>v.</i>  | 扩大;扩充;发展         |
| potential /pə'tenʃəl/       | <i>a.</i>  | 潜在的              |
| mass /mæs/                  | <i>n.</i>  | 大量,众多            |
| correspond /kɒrəs'pɒnd/     | <i>vi.</i> | 相当;相应            |
| spring /sprɪŋ/              | <i>v.</i>  | 涌出               |
| frequently /'fri:kwəntli/   | <i>ad.</i> | 频繁地              |
| designate /'deziɡneɪt/      | <i>v.</i>  | 指明;指出;选派;指定      |
| flimsy /'flɪmzi/            | <i>a.</i>  | 脆的;易损坏的          |
| inexpensive /ɪnɪk'spensɪv/  | <i>n.</i>  | 不贵的,便宜的          |
| cabin /'kæbɪn/              | <i>n.</i>  | 小木屋;茅舍;房舍        |
| comparable /'kɒmpərəəbl/    | <i>a.</i>  | 可以一比的,比得上的       |
| compete /kəm'pi:t/          | <i>vi.</i> | 竞争,对抗            |
| commercial /kə'mɜ:ʃəl/      | <i>a.</i>  | 商业的              |
| extend /ɪk'stend/           | <i>vt.</i> | 延长;延伸            |
| attributable /ə'trɪbjʊtəbl/ | <i>a.</i>  | 可归因的;可归属的        |